CONTRACT USER GUIDE

How to Use the IT Hardware and Services Statewide Contract

Contract #: ITC47 Contract Duration: 04/01/2012 to 03/31/17
MMARS #: ITC47* Options to renew: No options available
Contract Manager: Marge MacEvitt, 617-720-3121, marge.macevitt@state.ma.us
This contract contains Small Business Purchasing Program (SBPP), Supplier Diversity Office SDO Contractors and Environmentally Preferable Products (EPP) Equipment
Last change date: 11/23/12

Contract Summary

This contract covers desktops, laptops, servers, storage solutions, computer supplies and accessories, and hardware related services such as maintenance and integration. It replaces ITC16, ITC16a, ITC36 and ITC44, with the exception of Apple products (ITC44) and Printers (ITC44: Hewlett-Packard, Dell, IBM, and Xerox). The contract is divided into the Categories shown below:

Cat #	Category Name
1	There is no Category 1
2	Desktops, Laptops, Netbooks, Tablets
3	Off-lease (used, refurbished) computers, a NEW Category
4	Storage Solutions
5	Servers
6	Project management, integration, maintenance, incidental hardware, sales of IT products from other ITC47 Categories and other IT-related Statewide Contracts at no markup
7	Supplies and accessories

Benefits and Cost Savings

- Covers a broad array of products
- Competitive pricing
- Over 40 vendors including many small businesses

Who Can Use This Contract?

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;

05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Pricing and Purchase Options (All Categories)

Purchase Options: Most purchases made through this contract will be outright purchases. Services can be hourly rate or fixed price (such as an annual maintenance contract). Leasing is not available from the vendors on this contract, but ITC02 can be used for leasing purposes (i.e., after receiving a quote from an ITC47 vendor, you may arrange for lease payments through an ITC02 leasing vendor or through the successor leasing contract ITT49, after ITC02 expires).

Pricing and buying details: For Categories 2, 4, and 5 (desktops/laptops, servers, and storage, respectively), the price structure is a discount from list price for equipment. These are the "OEM" or "Original Equipment Manufacturer" Categories. Pricing for the other Categories is based on a markup of the price paid by the vendor for the item. For Categories where services are offered, hourly rates are provided for various job functions. See the information provided below for each Category for details.

Ordering: All orders placed under this contract must include language to make it clear that the order is being placed under ITC47. If you are not using OSD's standard order form or other form with a place to reference the Statewide Contract number, include the following statement on your purchase order: "This order is placed under Statewide Contract ITC47." Otherwise, the order will not be considered "use of a Statewide Contract" for procurement purposes. In addition it is recommended that the following language be included: "All of the terms and conditions of the Statewide Contract ITC47 are incorporated herein and made a part hereof. Conflicting or additional terms, conditions or agreements included in or attached to this form shall be considered to be superseded and void."

Also please note that using a Vendor's website to get pricing is allowable ONLY if it is a website specifically developed for ITC47 with ITC47 pricing. If a vendor's entry on the "Vendors Tab" on Comm-PASS includes a website link, the pricing is ITC47 pricing. Otherwise, you must request a quote from the vendor and specify that the order is under ITC47.

Seeking multiple quotes: Each of the Categories in this contract includes recommendations for seeking quotes from multiple vendors for orders over specified price thresholds. Please note that these recommendations do not override any requirements that your Agency, municipality or other organization has in place. For example, if your organization requires seeking multiple quotes for orders over $25,000, then you must do so, even if this Contract User Guide states that multiple quotes are "recommended" rather

than required. Please check with your organization's Purchasing group if you are not familiar with the quoting requirements for your organization.

Additional Information

Please see the following sections for additional information on each Category. In addition, information will be found attached to the Vendor Record on Comm-PASS for each Vendor. Key information for each vendor is found in tables below. Vendor Listing 1 shows the vendor's category and email address. Vendor Listing 2 includes markup percentage and shows which Category 6 vendors are allowed to act as resellers for the ITC47 OEMs (Original Equipment Manufacturers of desktops/laptops/netbooks, storage solutions, and servers).

CATEGORY 2 - Desktops, Laptops, Netbooks, Tablets

Types of Equipment and Services

Only Dell, HP, and Lenovo Desktops, Laptops and Netbooks may be obtained under ITC47. Apple equipment/services may be obtained from ITC44 or through ITC47 Category 6 vendors if authorized by Apple. Vendors may provide the following services relative to their own equipment: planning and purchasing support, warranty support, other maintenance and support, installation, integration, training.

Tablets made by these vendors are also allowed if they do not come with a contract for internet access. Tablets made by other manufacturers may be sold under Category 6. Apple tablets may be obtained from ITC44.

Peripheral devices may also be sold with computers.

Quote recommendation

All OEMs have indicated that additional discounts may be available if purchasing 100 or more units. Therefore, the Eligible Entity should request quotes by contacting the OEM Account Representative rather than using the OEM's website or contacting a reseller. Quotes should be requested from all three OEMs for quantities of 100 or more, unless the Eligible Entity has already standardized on one type of equipment and does not wish to change their standard or support multiple types of equipment.

Quotes for special pricing for quantities over 100 may take a few days more, as the ITC47 representative may need to get corporate approval for lower pricing.

Pricing

Pricing is based on a discount off list price. Each of the vendors has a discount structure attached to their Vendor record on Comm-PASS.

Standard configurations have been developed for desktops and laptops. These configurations offer substantial savings over "build to order" configurations and should be used whenever possible. Users may find that it is less expensive to buy a more powerful

system than to special order a less powerful system. All OEMs allow some customization of the "Standard Configuration" (for example, omitting the monitor, changing disc size, etc.).

Prices vary considerably among the three OEMs, as follows (prices shown are AFTER discount has been applied):

	Desktop 1	Desktop 2	Desktop 3	Laptop 1	Laptop 2	% Discount Standard Configs	% Discount Non-Standard Configs	% Discount Components
Dell	$729.33	$832.83	$1,391.73	$996.36	$1,414.50	31%	11%	5% - 11%
HP	$570.72	$649.44	$988.80	$813.10	$1,003.45	52%	3% - 14%	3% - 14%
Lenovo	$617.68	$707.28	$1,201.20	$844.58	$1,331.68	44%	30%	20%

Details of configurations are attached to each Vendor's record on the Vendors tab in Comm-Pass.

Buying from Resellers rather than the OEM (Original Equipment Manufacturer)

All Category 2 OEMs have authorized resellers on ITC47. These resellers may sell equipment at a cost no greater than it would cost to buy from the OEM. Eligible Entities may prefer to deal with a reseller if they are also requesting services or equipment not available from Category 2. Vendor Listing 2 attached to this document shows which ITC47 companies may resell equipment from each OEM.

Additional Information

Quote turnaround time: Maximum 2 days (may be longer for special pricing)
Equipment delivery: Maximum 30 days
Free telephone support: 3 years, 4 hour response to call
Warranty: 3 years parts and labor, 4 hour response to call, next business day on site response time from call-back
Freight charges: Allowed only if identified in quote

CATEGORY 3 - "Off-Lease" Desktops and Laptops

Types of Equipment

Vendors may only sell desktops/laptops made by top-rated manufacturers, including Dell, HP, Lenovo and Fujitsu among others. Contact the vendors for pricing and to determine what equipment they have in stock. These are used computers which have been reconditioned and are warrantied for at least 5 years. Warranty claims are met by mailing replacement parts or a replacement computer.

Quote recommendation

It is recommended that quotes be requested from all three Contractors for orders of 10 computers or more. Although the maximum markups are set by each vendor's contract, there may be significant variations in the costs paid by the vendors to obtain the

computers, so the vendor with the lowest markup may not have the best price for any particular order.

Pricing and Warranty

Vendor	Warranty (via mailing replacement parts)	Maximum Markup
First World dba Terminal Exchange	5 yrs	6%
PC Enterprises dba Baystate Computers	5 yrs	6.50%
IT Xchange dba Partstock Computer	6 yr desktop, 4 year laptop	7% - 14% depending on age of equipment

Additional Information

Quote turnaround time: Maximum 2 days
Equipment delivery: Maximum 30 days
Free telephone support: Yes
Warranty: See above
Installation: Available for additional charge
Freight charges: Allowed only if identified in quote

CATEGORY 4 – Storage and CATEGORY 5 - Servers

Types of Equipment and Services

Category 4 covers Storage Area Networks (SAN) and Network Attached Storage (NAS). Category 5 covers servers. Both Categories also allow sales of peripherals and services (including planning and purchasing support, warranty support, other maintenance and support, installation, integration, and training) used in conjunction with their own equipment. Category 5 server vendors may sell storage solutions to work with their own servers, but Category 4 storage vendors may not sell servers. The only types of storage solutions and servers allowed under this contract are shown below. They may be sold only by the OEM (Original Equipment Manufacturer) and their Category 6 authorized resellers.

OEM (Original Equipment Manufacturer)	Category 4 – Storage Solutions	Category 5 - Servers
Cisco		x
Dell		x
EMC	x	
HP		x
IBM	x	x
NetApp	x	

Pricing

All vendors have indicated that the discounts shown in their Cost Tables (attached to their Vendor record on Comm-PASS) are minimum discounts and that specific orders may be eligible for larger discounts. Some are willing to provide discounts for aggregated purchases and will accept purchase orders submitted from multiple Eligible Entities over a period of time.

Buying from Resellers rather than the OEM (Original Equipment Manufacturer)

All Category 4 and 5 OEMs have authorized resellers on ITC47. These resellers may sell equipment at a cost no greater than it would cost to buy from the OEM. Eligible Entities may prefer to deal with a reseller if they are also requesting services or equipment not available from Category 4 or 5. Vendor Listing 2 attached to this document shows which ITC47 companies may resell equipment from each OEM.

Additional Information

Quote turnaround time: Maximum 2 days
Equipment delivery: Maximum 30 days
Free telephone support: 3 years, 4 hour response to call
Warranty: 3 years parts and labor, 4 hour response to call, next business day on site response time from call-back (extended warranty and faster response times available by agreement)
Freight charges: Allowed only if identified in quote

CATEGORY 6

Project Management, Maintenance, Integration, Incidental Hardware, Goods and Services from other Statewide Contracts

Types of Equipment and Services

Reselling equipment/services from the ITC47 OEMs (Original Equipment Manufacturers)

All of the ITC47 OEMs have designated one or more Category 6 vendors as authorized resellers Vendor Listing 2 shows which vendors can resell equipment/services from each of the OEMs. Category 6 vendors may not mark up the pricing they get from the OEMs and may not charge more than the OEM contract price for equipment/services. Eligible Entities may prefer to deal with Category 6 vendors if they require additional equipment/services that are not available from the OEM or for other reasons.

Reselling equipment/services from other Statewide Contracts – “One-stop shopping”

Some of the Category 6 vendors may provide equipment/services from other Statewide Contracts to Eligible Entities as a pass-through, with no markup. The purpose of “One-stop shopping” is to allow an Eligible Entity to deal with a single vendor when they need products that are available from multiple Statewide Contracts. The Category 6 vendor may charge a “Project Management” fee to coordinate orders and perform other tasks related to an order.

The Statewide Contracts available for use under “One-stop shopping” include ITC47 and contracts for software, firewalls, networking, cabling, audiovisual equipment and

services, and copiers/faxes. Please see "Goods and Services Available under Contract and Excluded Items" below for details.

Although the "One-stop shopping" concept is simple, many questions have arisen about what is permitted. Two points to keep in mind are:

1. If all of the goods/services needed can be obtained from a different Statewide Contract, use that contract, not Category 6.
2. Category 6 vendors cannot be used only to supply goods/services that are available under other Statewide Contracts. The Category 6 vendor must provide some goods/services to the Eligible Entity directly, either by using their own staff (or subcontractors) to provide services or by providing equipment that they are allowed to sell directly.

Equipment/Services not available from other Statewide Contracts but included in Category 6

Services that may be provided directly by the Category 6 vendor or their subcontractors include:

- Network Integration
- Deployment and Integration Services
- Installation
- Support Programs (backbone; post installation support, maintenance, warranty)
- Maintenance and support for broad range of installed IT equipment (hourly or by contract)
- Engineering services (installation, integration, deployment, training)
- Image Management Services (hard drive)
- Help Desk Services

Equipment that may be provided directly by Category 6 vendors includes items such as adaptive devices, networking equipment, tablets, equipment carts, appliances, and other IT-related devices that are not available from other Statewide Contracts as core items. Although Eligible Entities may only purchase desktops/laptops/netbooks, storage solutions, and servers made by the OEMs in Categories 2, 4, and 5 respectively, and Apple products, this restriction does not apply to other Statewide Contracts. For example, HP routers are not available on ITT29, the network contract, so an Eligible Entity could buy HP routers from any Category 6 vendor authorized by HP to sell them. See "Goods and Services Available under Contract and Excluded Items" for details.

There are two important restrictions:

1. **Price:** Hardware items that are not available on other Statewide Contracts and have a unit price of over $50,000 require approval from OSD's Contract Manager. Send an email to marge.macevitt@state.ma.us with a description of the item and its price. If the unit price is more than $300,000 for such an item, it may not be purchased under ITC47.

2. **Category 7 overlap**: Category 6 may not be used for supplies and accessories available through Category 7, Supplies and Accessories, except if:

a) The number of units is 5 or less
b) Supplies/accessories are being purchased as part of an order for desktops/laptops for use with the systems being ordered.

Peripherals, software and services as part of a purchase order for a desktop/laptop
Some items/services of the types available from other Statewide Contracts may be obtained directly from the Category 6 vendor as part of a computer purchase to make the process of obtaining and provisioning equipment more efficient. Unlike "One-stop shopping," these items do not have to be purchased from other Statewide Contracts, and the Category 6 markup may be applied. These are:

1. A small amount of cabling (10% or less than already existing installation, not to exceed $2500). If more cabling is needed, it must be obtained from ITC45, either directly by the Eligible Entity or by the Category 6 vendor in "One-stop shopping" mode.
2. Interactive whiteboards (one per order) and document cameras (two per order). If not being purchased with new computers, OFF30 or OFF30a must be used. The Eligible Entity may purchase directly from OFF30/30a, or, if the equipment is needed for a project involving multiple Statewide Contracts, the Category 6 vendor may purchase from OFF30/30a and resell to the Eligible Entity in "One-stop shopping" mode.
3. K-12 schools and libraries only: Application software (i.e., Adobe, MS Office). For other Eligible Entities, or for K-12 schools and libraries who are not buying software for installation on a new computer, ITS42 must be used. If the software is needed for a project involving multiple Statewide Contracts, the Category 6 vendor may purchase from ITS42 and resell to the Eligible Entity in "One-stop shopping" mode.
4. Operating System software can always be purchased from the vendor selling the computer.

Quote recommendation

It is recommended that quotes be requested from at least three Vendors for orders of $50,000 or more.

Pricing

Services: Hourly rates for services are shown on an attachment to each Vendor's record on the Vendors tab ("Labor rates").

Hardware: Category 6 vendors bid a maximum percentage markup for equipment obtained from vendors other than Statewide Contract vendors, which is shown in Vendor Listing 2, below.

Additional Information

Quote turnaround time: Maximum 2 days
Equipment delivery: Maximum 30 days
Free telephone support: If offered by manufacturer
Warranty: As offered by manufacturer (if transferrable)
Freight charges: Allowed only if identified in quote

CATEGORY 7 – Supplies and Accessories

Types of Equipment and Services

Services: The only service offered is purchasing assistance. If the equipment manufacturer (OEM) offers a transferable warranty, it will be passed through to the Eligible Entity. Extended warranties may be sold under this Category if offered by the OEM, for an additional charge.

Equipment: **Input/Output:** Keyboards, Mice, Monitors, Printers, Barcode readers and other data collection devices, barcode and other labels, **Storage:** internal and external drives, including Hard, Floppy, Optical, USB, Flash, CD, DVD, other drives; magnetic tape readers, data cartridges and cassettes, and associated supplies (diskettes, CDs, DVDs, magnetic tapes, cleaning tapes and supplies); **Cables:** Internal, external; Cards: Video, Network;
Power related: UPS, Batteries, Power Supplies; **Printer supplies** ONLY if unavailable through OFF32, which includes a wide variety of new and remanufactured supplies for all of the top printers (12 OEMs), **Memory** (RAM), **System Boards, Modems, Adapters, Other:** laptop carry cases and docking equipment, computer racks and housing, security locks and devices, specialized computer tools and kits, technical books and manuals, other desktop, laptop, server, network and related supplies.

Note that all of the above can be purchased under Category 6 in quantities of 5 or fewer, but it is likely that Category 7 will offer better value. In addition, the return policy is established by the contract for Category 7, which is not the case for other Categories.

Pricing and Return Policy

Contractors have a maximum allowable markup over their invoice cost for accessories and supplies. However, because the contractor's cost to obtain the accessories and supplies may vary, the lowest markup may not result in the lowest cost, which is why multiple quotes are recommended below. For Eligible Entities that pay their bills promptly, the Prompt Pay Discount (PPD) can be significant.

Vendor	Markup	PPD	Return Policy
CDW	3% to 4%	2%	30 days no charge for defective/incorrect items
PJ Systems	3%	1%	30 days no charge
First World	3%	2%	30 days no charge

Quote recommendation

It is recommended that Eligible Entities seek quotes from at least 3 vendors for orders that exceed $5,000.

Additional Information

Quote turnaround time: Maximum 2 days
Equipment delivery: Maximum 10 days
Warranty: As offered by manufacturer
Freight charges: Allowed only if identified in quote

Environmental Standards and Requirements

EPEAT Registered Equipment

All desktops, laptops, and computer monitors procured under this contract are required to have achieved Silver registration or higher under the Electronic Products Environmental Assessment Tool (EPEAT). EPEAT is a procurement tool designed to help large volume purchasers evaluate, compare, and select desktop computers, laptops, and monitors based upon their environmental attributes as specified in the consensus-based IEEE Standard for the Environmental Assessment of Personal Computer Products (1680). The registration criteria and a list of all registered equipment are provided at http://www.epeat.net.

On rare occasions when no EPEAT Silver equipment model meets the special and specific performance requirements set by the Eligible Entity, Contractors may sell equipment that is not compliant with the requirement above but, in such cases, must do the following:

- Consider EPEAT Bronze equipment for compliance with the Eligible Entity's needs before considering non-EPEAT registered equipment
- Inform the OSD Contract Manager of the name of the agency or department procuring the equipment, the specific and special needs that could not be met by EPEAT Silver or higher registered equipment, and the quantity of units sold to that Eligible Entity.

Over the duration of the contract, as new equipment categories are added to EPEAT, the Strategic Sourcing Team reserves the right to set requirements for equipment in those categories to be EPEAT registered, as well as to specify the required EPEAT registration level and the dates after which non-registered equipment may not be sold.

Energy Star Technology Equipment and Guidelines

In order to reduce energy costs and comply with the Commonwealth's climate protection goals, all Eligible Entities are instructed to:

- Maintain and use Energy Star power management features on any existing and newly purchased computer hardware and other electronic equipment.
- Turn off desktop computers and other electronic equipment when not in use and/or overnight.

In order to assist Eligible Entities in these actions, all ITC47 Contractors have the following requirements (where applicable):

- All such equipment must be shipped with the Energy Star features enabled.
- All installation, service and any other technical support must ensure that the power management features remain installed and functional at all times and the energy efficiency of the installed product is maximized.
- Eligible Entities must treat the malfunction of power management or duplexing features as functional failures of the equipment, and must have those problems repaired rather than disable the power management features.
- All product-related training delivered under the contract must include information on the benefits and use of Energy Star power management features and the proper recycling and/or reuse of the equipment.

It is the intention of the Commonwealth to issue a power management policy and standard for computer equipment, including applicable Energy Star settings for standby and/or sleep mode. All equipment that is specially imaged or otherwise altered for the Eligible Entity under the contract must comply with such guidelines.

What to do with used computer equipment

Eligible Entities purchasing new equipment should dispose of the used hardware in environmentally responsible ways.

1. Use your organization's surplus property policies and procedures.

State agencies must utilize the State Surplus Property Program available at the OSD home page at www.mass.gov/osd.

2. Use the statewide contract for the disposal of electronic equipment (FAC53).

Statewide Contractors offer pick-up and disposal services for used computer equipment. Please visit the Comm-PASS page for Statewide Contract # FAC53 for information on pricing.

3. Explore take-back services offered by ITC47 contractors.

The vast majority of contractors offer take-back and environmentally safe disposal services for used computer equipment. These programs range in terms and associated costs. Some of the programs offer disposal services for specific equipment types at no cost while others charge an upfront disposal fee that may later be offset by revenue generated from the resale of recycled hardware components.

Location of Additional Information

The RFR is posted on the Forms & Terms tab. Vendor pricing and other information is attached to each Vendor's record on the Vendors tab. A "Bidders by Category" spreadsheet includes the information shown below in Vendor Listings 1 and 2. Eligible Entities may find this more practical than the MS Word versions included below, since the information can be sorted (for example, by Category and/or by Markup %, or by which of the ITC47 OEMs a Category 6 vendor can resell, when selecting vendors for requesting quotes).

To locate the Contract (including the Forms & Terms tab and the Vendors tab):

1. Go to www.comm-pass.com;
2. Select the "Search for a contract" link (near bottom of page)
3. Enter ITC47 as the Document Number
4. Select the results link which appears at the top of the page indicating the number of contracts that meet the search criteria;
5. Select the View icon (eyeglasses) next to the ITC47 contract
6. Select the "Forms &Terms" tab to access the Contract Users Guide and other contract information, select the Vendors tab for pricing and other vendor-related information.

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Goods and Services Available under Contract and Excluded Items

ITC47 – Eligible Products					
Desktops/Laptops/ Netbooks/Tablets **CATEGORY 2**	**"Off-Lease" (used) computers** **CATEGORY 3**	**Storage Products** **CATEGORY 4**	**Servers** **CATEGORY 5**	**Products that can be purchased from ITC47 Categories 2, 4, and 5, and Incidental Hardware** **CATEGORY 6**	**IT Accessories and Supplies** **CATEGORY 7**
Manufacturers: Dell, HP and Lenovo **Equipment:** ■ Desktop ■ Laptops ■ Netbooks ■ Tablets Products include desktop, laptop, netbook and tablet computers. Peripherals available are those major sub-system components or equipment necessary for the customary operation these products, which may include, but are not limited to: local storage, input and output devices, printers, controllers, ancillary devices and accessories, memory boards, incidental hardware. Category 2 Contractors may also market their own mobile computing devices, with the exception of cell phones/smart phones.	"Off-Lease" (used) desktops/laptops Dell, HP, Lenovo, Fujitsu, or other top manufacturer desktops and laptops. See Comm-PASS "Vendors" tab for Contractors.	**Manufacturers**: EMC, NetApp, IBM (Oracle may be added at a later date) **Equipment**: Products include storage systems and subsystems that provide a data repository for enterprise systems to which they are attached. These systems include **Storage Area Network** (SAN) **systems and Network Attached Storage** (NAS) **devices, peripherals and ancillary devices**, which are defined as equipment necessary for the customary operation of the system. Examples: Hard disk systems and storage arrays, controllers, storage switches and other networking equipment essential to the operation of the system, incidental hardware. Contractors awarded in Category 4 may sell storage solutions to work with other OEM's servers.	**Manufacturers**: Cisco, Dell, HP, IBM **Equipment:** ■ Workstation ■ Enterprise ■ Mainframe Products include workstations, servers and/or enterprise servers including midrange or large scale mainframes with operating systems that support multiple concurrent users. Peripherals available are major sub-system components necessary for the customary operation of the servers including, but not limited to: storage, (including the types of storage solutions covered by Category 4), input and output devices, controllers and ancillary devices, UPS, expansion cabinets specific to the server, tape drives/ libraries, processor cards (blades and chassis), incidental hardware. Category 5 Vendor may also market their own storage solutions under this category.	See Comm-PASS "Vendors" tab for Contractors. ■ Desktops, Laptops, Servers, & Storage Contractors authorized by the OEM to do so may resell the products available under Categories 2, 4, and 5. The products provided must be the identical models, brands and configurations offered under ITC47 categories 2, 4, and 5 at a price no higher than the eligible entity could obtain the same equipment directly from the OEMs. Apple products available under ITC44 may be sold if authorized by Apple, at a price not exceeding what the eligible entity would pay if acquiring the product directly from Apple under ITC44. No other types of desktops, laptops, servers or storage systems may be obtained under ITC47. ■ Tablets and similar devices, other than Apple products (see above), ONLY if purchased without any type of plan for cellular network connection. ■ Document cameras and whiteboards ONLY as part of a desktop/laptop purchase, with no more than two cameras and one whiteboard per order. ■ Other IT hardware, provided that it is not a core product offered under a different statewide contract ("Incidental Hardware") AND has a UNIT COST of less than $300,000. Please see below for excluded products. ■ Supplies and Accessories (see list under Category 7), ONLY as part of a larger system purchase OR in quantities of 5 or fewer (larger quantities of supplies and accessories purchased independently of a larger system purchase must be obtained from Category 7, Supplies and Accessories). *Note the products which are excluded from sale under this Contract below, as well as products that can be purchased in "Project Management" mode (also known as "one-stop shopping"). This refers to products /services that the Category 6 Contractor obtains from another Statewide Contract and provides as a pass-through with no markup, i.e., at the same price the Eligible Entity would pay if purchased from the other Statewide Contract.	See Comm-PASS "Vendors" tab for Contractors **Input/Output**: Keyboards, Mice, Monitors, Printers, Barcode readers and other data collection devices, barcode and other labels **Storage**: internal and external drives, including Hard, Floppy, Optical, USB, Flash, CD, DVD, other drives; magnetic tape readers, data cartridges and cassettes, and associated supplies (diskettes, CDs, DVDs, magnetic tapes, cleaning tapes and supplies); **Cables**: Internal, external; **Cards**: Video, Network; **Power related**: UPS, Batteries, Power Supplies; **Printer supplies** ONLY if unavailable through OFF32, which includes a wide variety of new and remanufactured supplies for all of the top printers (12 OEMs), **Memory** (RAM), **System Boards, Modems, Adapters, Other**: laptop carry cases and docking equipment, computer racks and housing, security locks and devices, specialized computer tools and kits, technical books and manuals, other desktop, laptop, server, network and related supplies. *Note the products which are excluded from sale under this Contract below.

ITC47 – Eligible Services		
CATEGORIES 2 (Desktops/laptops), 4 (Servers) and 5 (Storage)	**CATEGORY 6 (Project Management, Maintenance, Integration and Incidental Hardware)**	**CATEGORY 7 (Supplies and Accessories)**
■ **Planning and purchasing support** ■ **Warranty support** ■ **Other maintenance and support** ■ **Installation** ■ **Integration** ■ **Training** Contractors, upon request, are expected to provide any or all of the above services relative to their own equipment.	**Eligible Services:** ■ Project Management (This includes "one-stop shopping" whereby products/services are ordered from a variety of Statewide Contracts or contract categories by the Category 6 contractor, who will provide these at the same price as if purchased by the Eligible Entity directly from the OEM or other Statewide Contractor. This replaces the "Project Management" contract ITC16. When operating in "one-stop shopping" mode, Category 6 contractors may only bill on their own account for project management services, all other billing is "pass-through" to other contractors.) See the next page for contracts eligible for "one-stop shopping" services and the exclusions that apply. ■ **The following services may be provided directly by the Category 6 vendors without going through another contract:** ■ Network Integration ■ Deployment and Integration Services ■ Installation ■ Support Programs (backbone; post installation support, maintenance, warranty) ■ Maintenance and support for broad range of installed IT equipment (hourly or by contract) ■ Engineering services (installation, integration, deployment, training) ■ Image Management Services (hard drive) ■ Help Desk Services ■ "Incidental" non-construction, low-voltage cabling. "Incidental" cabling is defined as the total number of links to channel cable runs not exceeding ten percent 10% of the total number of existing cable installations or $2500, whichever represents the lesser dollar amount. ■ Services such as those listed above as needed to support items sold directly (not in "pass-through" mode) by the ITC47 vendor, and to support items purchased from the OEM Categories of ITC47 if authorized by OEM. ■ **Category 6 Contractors** that provide IT hardware equipment to the Eligible Entity must provide the same service levels required of the OEM.	■ Purchasing assistance (help Eligible Entities find products), provide quotes as requested

ITC47 CONTRACT PRODUCT AND SERVICE EXCLUSIONS and PRODUCT/SERVICES AVAILABLE FROM OTHER STATEWIDE CONTRACTS IN "PROJECT MANAGEMENT" OR "ONE-STOP SHOPPING" MODE

Contractors are prohibited from offering the following products and services for sale under ITC47:Desktops and laptops other than Dell, HP, Lenovo and Apple (Apple only via "one-stop shopping" from ITC44).

- Storage Solutions manufactured by OEMs other EMC, IBM and NetApp, and, if added to ITC47, Oracle, EXCEPT that Servers (Category 5) may be purchased with, or augmented with, storage systems made by other OEMS.
- Servers from OEMs other than HP, IBM, Dell
- Software development (available through ITS43)
- Web hosting or any Internet Service Provider Services (available through ITT37)
- Telephone services including: Centrex Services (ITT18); Telephony & Data services (OEMS including Avaya, Cisco, Nortel, Alcatel, NEC and VerticalWave), with services also available for Ericsson, Intertel, Mitel, and VerticalComdial (ITT29)
- IP Telephony and other voice/data services offered under ITT09 and ITT29
- Any voice/data or cellular plan with charges for voice or data usage
- Tablets or other mobile devices if purchased with any type of cellular connection plan (voice or data). These are available from ITT09 or replacement contract.

The following items may not be obtained under ITC47 except from Category 6 Contractors in "one-stop shopping" mode (i.e., pass-through from another Statewide Contract with no markup). "One-stop shopping" use of the Statewide Contracts below is not permitted unless products or services available directly from ITC47 are being obtained also, see specific restrictions below for each of the various contracts.

- Software licenses available through ITS42 (Reseller contract), ITS19 (Oracle Contract), ITS41, (IBM contract), or ITS48 (ESRI contract). Since the ITS42 resellers can obtain virtually any type of software, very little software can be purchased under ITC47. The exceptions are a) software required for the hardware to operate at all, such as operating system software, b) software that only operates on specific hardware and is not sold separately from that hardware, and c) K-12 schools and school districts may purchase ONE copy of application software with each complete desktop/laptop system, provided that it is part of a single purchase with one vendor (for example, a desktop with the MS Office Suite, Virus Protection and Adobe Printshop could be obtained as a single purchase from one vendor)
- Checkpoint/Nokia firewalls and other Checkpoint/Nokia products/services. These are available under ITC10.
- Networking/Communications products available under ITT29, including those manufactured by the following: Alcatel, Avaya, Cisco, Ericsson, Intertel, Mitel, NEC, Nortel, Seimans, Vertical Wave
- Cabling services: Non-construction, Low-Voltage cabling (ITC45), except as provided on the second page of this guide under "Eligible Services"
- Audio/Visual/Multi-media equipment available under OFF30/OFF30A (for example, projection screens, other presentation equipment, televisions, cameras, loudspeaker systems, and other AV devices. Please see OFF30/OFF30A as the list of AV equipment available is too extensive to list here), except as provided on the first page of this guide under "Eligible Products." Exception: whiteboards and cameras can be purchased directly from Category 6 ONLY when buying new computers, ratio of at most two cameras and one whiteboard per computer. OFF30/OFF30A can be used in one-stop shopping mode ONLY as part of a complete system solution.
- Copiers, faxes and digital duplicating equipment and associated supplies and services from OFF32 (ONLY as part of a complete system solution, for example, setting up a document reproduction center that included printers in addition to OFF30 equipment).
- Security products offered under FAC64 (such as security cameras and access control systems – ONLY as part of a complete system solution).

VENDOR LISTING 1 – AWARDED CATEGORIES AND EMAIL ADDRESSES

Vendor Name	**Cat 2** - Desktops, Laptops, Netbooks, Tablets	**Cat 3** - "Off lease" Desktops, Laptops	**Cat 4** - Storage Solutions	**Cat 5** - Servers	**Cat 6** - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	**Cat 7** - Supplies & Accessories	**Category 6 exclusions (if any)**	**email**
AdvizeX Technologies					x		Note 1	cpalmer@advizex.com
Aeturnum							NetApp Reseller ONLY	mike@aeturnum.com
Akibia, Inc.					x		Can provide maintenance only	bcutler@akibia.com
BNMC (Bredy Network Management Corp)					x			Roger.Michelson@bnmc.net
CBE Technologies, LLC					x			Jennifer.brickhill@cbetech.com
CDW Government LLC					x	x		charhal@cdwg.com
Cisco Systems Inc				x				ckuselias@cisco.com
Continental Resources, Inc.					x			jlane@conres.com
Corporate IT Solutions, Inc.					x			mcook@corpitsol.com
Custom Computer Specialists, Inc					x			cburton@customonline.com
Dell Marketing LP	x			x	x		Does not offer reseller services (sales of other vendors' products)	mary_collins@dell.com
EMC Corporation			x		x		Can provide maintenance, integration only	Michael.forbes@emc.com
En Pointe Technologies Sales, Inc.					x			lbracale@enpointe.com
ePlus Technology					x			slow@eplus.com
Firstworld USA Inc		x			x	x		gp@terminal.com
Focus Technology Solutions, Inc					x		Cannot provide Project Mgmt	dharris@focustsi.com

Vendor Name	**Cat 2 -** Desktops, Laptops, Netbooks, Tablets	**Cat 3** - "Off lease" Desktops, Laptops	**Cat 4 -** Storage Solutions	**Cat 5 -** Servers	**Cat 6 -** Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	**Cat 7 -** Supplies & Accessories	**Category 6 exclusions (if any)**	**email**
Firstworld USA Inc		x			x	x		gp@terminal.com
Focus Technology Solutions, Inc					x		Cannot provide Project Mgmt	dharris@focustsi.com
Future Technologies Group, Inc. dba. FTG					x			mcaron@ftgtechnologies.com
GovConnection, Inc.					x			jenglish@govconnection.com
Hewlett Packard	x			x	x		Does not offer reseller services (sales of other vendors' products) or incidental hardware	jeff.mccrea@hp.com
HUB Technical Services, LLC.					x			jlovetere@hubtechnical.com
International Business Machines Corporation (IBM)			x	x				kmclaugh@us.ibm.com
International Integrated Solutions, Ltd. (IIS)					x		Cannot provide maintenance	djolicoeur@iisl.com
IntraSystems					x			mdoherty@intrasystems.com
IT Xchange Corp DBA PartStock Computer		x						eogden@partstock.com
Lenovo (United States) Inc.	x							livaszuk@lenovo.com
Mainline Information Systems					x			steve.lawton@mainline.com
Micronet Associates, Inc					x			ken@mcrnet.com
NetApp, Inc.			x					Jeffrey.winters@netapp.com
NWN Corporation					x			MDeluca@nwnit.com
OnX USA LLC					x			marilyn.koch@onx.com
PC Enterprises, Inc dba Baystate Computer Svcs		x			x			rbraceland@pc-enterprises.com
PC-PLUS Technologies, Inc.					x		Cannot provide Project Mgmt	nancyb@pcplustech.com
PJ Systems Incorporated, dba HiQ Computers					x	x		bsheng@hiq.com

Vendor Name	**Cat 2 -** Desktops, Laptops, Netbooks, Tablets	**Cat 3** - "Off lease" Desktops, Laptops	**Cat 4 -** Storage Solutions	**Cat 5 -** Servers	**Cat 6 -** Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	**Cat 7 -** Supplies & Accessories	**Category 6 exclusions (if any)**	**email**
Presidio Networked Solutions, Inc.					**x**			pmelvin@presidio.com
RetroFit Technologies, Inc.					**x**			emclain@retrofit.com
Ricoh Americas Corporation					**x**			mike.pallotta@ricoh-usa.com
Rutter Networking Technologies, Inc.					**x**		Cannot provide maintenance	dkoellmer@rutter-net.com
SHI International Corp					**x**		Can provide Incidental Hardware, Reseller services only	barbara_west@shi.com
Signature Technology Group, Inc.					**x**		Can provide maintenance and integration only	jkuczynski@signaturetechnology.com
The Ockers Company					**x**			jjhouser@ockers.com
Unisys Corporation					**x**			daniel.renz@unisys.com
ViON Corporation					**x**		Cannot provide Project Mgmt	careyann.farrell@vion.com
Whalley Computer Associates, Inc.					**x**			smc@wca.com
World Wide Technology, Inc					**x**		Cisco Server Reseller ONLY	

Note 1: Advizex does not provide maintenance directly, but can resell OEM maintenance in conjunction with hardware sales and support.

VENDOR LISTING 2 – MARKUPS AND CATEGORY 6 AUTHORIZED RESELLERS FOR ITC47 OEM HARDWARE AND SERVICES

Vendor Name	**Cat 3** Markup	**Cat 3** - Markup with 10-day PPD applied	**Cat 6** Incidental Hardware and Services Markup	**Cat 6** - Markup with 10-day PPD applied	**Cat 7** Markup	**Cat 7** - Markup with 10-day PPD applied	Can sell Dell Hard-ware & Svcs	Can sell EMC Hard-ware & Svcs	Can sell IBM Hard-ware & Svcs	Can sell HP Hard-ware*	Can sell HP Svcs*	Can sell Len-ovo Hard-ware	Can sell Len-ovo Svcs	Can sell NetAPP Hard-ware & Svcs
AdvizeX Technologies			**5%**	**1%**				X	Note1	X	X			
Aeturnum														X
Akibia, Inc.														
BNMC (Bredy Network Management Corp)			**10%**	**5%**			X							
CBE Technologies, LLC			**7.5%**	**6.5%**					Note1	X	X	X	X	X
CDW Government LLC			**3.5%**	**1.5%**	**3% - 4%**	**1% - 2%**		X	Note1	X	X	X	X	X
Continental Resources, Inc.			**5%**	**5%**					Note1	X		X		X
Corporate IT Solutions, Inc.			**5%**	**0%**			X			Note2				
Custom Computer Specialists, Inc			**4.8%**	**3.8%**					Note1	X	X			X
En Pointe Technologies Sales, Inc.			**5%**	**3%**					Note1	X	X	X	X	
ePlus Technology			**7.9% - 15.9%**	**2.9% - 10.9%**			X		Note1			X	X	X
Firstworld USA Inc	**6%**	**4%**	**7%**	**5%**	**3%**	**1%**			Note1	Note2	Note2	X	X	
Focus Technology Solutions, Inc			**5%**	**3%**				X		X	X	X		
Future Technologies Group, Inc. dba. FTG Technologies			**5% - 9%**	**2% - 6%**						Note2				
GovConnection, Inc.			**15% - 20%**	**15% - 20%**			X		Note1	X	X	X	X	
HUB Technical Services, LLC.			**6% - 9%**	**3% - 6%**					Note1	X	X	X	X	
International Integrated Solutions, Ltd. (IIS)			**10% - 25%**	**10% - 25%**					Note1	X	X			

Vendor Name	**Cat 3** Markup	**Cat 3** - Markup with 10-day PPD applied	**Cat 6** Incidental Hardware and Services Markup	**Cat 6** - Markup with 10-day PPD applied	**Cat 7** Markup	**Cat 7** - Markup with 10-day PPD applied	Can sell Dell Hard-ware & Svcs	Can sell EMC Hard-ware & Svcs	Can sell IBM Hard-ware & Svcs	Can sell HP Hard-ware*	Can sell HP Svcs*	Can sell Len-ovo Hard-ware	Can sell Len-ovo Svcs	Can sell NetAPP Hard-ware & Svcs
IntraSystems			**7%**	**6%**						Note2				
IT Xchange Corp DBA PartStock Computer	**7% - 14%**	**5% - 12%**		**5% -12%**										
Mainline Information Systems			**6% - 12%**	**4% - 10%**					Note1	X				
Micronet Associates, Inc			**10%**	**8%**			X		Note1	Note2		X		
NWN Corporation			**5%**	**3%**				X	Note1	X	X	X	X	X
OnX USA LLC			**2%**	**-1%**					Note1	X	X			
PC Enterprises, Inc dba Baystate Computer Svcs	**6.5%**	**5.5%**	**5%**	**4%**			X			Note2	Note2	X	X	
PC-PLUS Technologies, Inc.			**8%**	**6%**					Note1	X	X	X	X	
PJ Systems Incorporated, dba HiQ Computers			**5% - 10%**	**4% - 9%**	**3%**	**2%**				X	X	X	X	
Presidio Networked Solutions, Inc.			**15%**	**14%**				X	Note1					X
RetroFit Technologies, Inc.			**5%**	**4%**			X			Note2	Note2	X	X	
Ricoh Americas Corporation			**10%**	**9%**					Note1					
Rutter Networking Technologies, Inc.			**8%**	**6%**				X		X				
SHI International Corp			**5%**	**5%**					Note1	X	X	X	X	X
Signature Technology Group, Inc.			**18%**	**16%**						Note2				
The Ockers Company			**6%**	**1%**						Note2	Note2	X	X	
Unisys Corporation			**0% - 17%**	**-1% - 16%**					Note1		Note2			X
ViON Corporation			**8%**	**4%**										
Whalley Computer Associates, Inc.			**6%**	**5%**			X	X	Note1	X	X	X	X	
World Wide Technology Inc**														

Notes on resellers:

*See Vendors tab for additional partners not on ITC47

**Cisco Server Reseller Only

who can work with customers but PO and Invoices are direct from OEM

Note 1 - IBM resellers can resell maintenance and perform installation activities for system x and other "CSU" products.

Note 2 - Can resell HP except for servers and storage