

Frequently Asked Questions

- 1- Do you have a time frame for when these items will be available in Team Georgia Marketplace?
- 2- In researching statewide contracts and I find that a vendor that is not on contract is less expensive can I order from the non-contract vendor?
- 3- We're an all Extron campus. Do your vendors that we've heard today carry Extron control systems?
- 4- Are projector lamps covered under the contract? The ones for our older projectors are becoming somewhat hard to find.
- 5- On items that are also on other contracts, like Lenovo monitors or Apple displays, are we supposed to use this contract or can we use either contract? Same with Duracell batteries that are on contracts with Grainger and Staples?
- 6- There is a monitor contract listed in the GPR as under evaluation. Will that be issued and if so will we be allowed to shop among all contracts for best price?
- 7- For items like Infocus projects that are listed with 3 different suppliers, should we send a list to all three to see who gives the best price?
- 8- Do we have to use these companies?
- 9- For each peripherals on contract you will get a lot of contacts for price difference, Can your dept handle all the requests, I have already found a lot of differences.
- 10- What about enterprise UPS systems? 80kva, etc?
- 11- Will other vendors be added to this contract or is this the final list?
- 12- I have a current AV project for projectors, podium, mounts, extron, etc and installation for 9 classrooms. Some items on contract, some not. How should I proceed for a turnkey install?
- 13- Will Printers be added?
- 14- Does this cover printer cartridges for HP, Dell and other office printers?
- 15- Does this cover RAM (memory sticks) for computer upgrades?
- 16- What about external back up drives and UPS batter back ups, will this be covered under this contract?
- 17- Where do users go to register for Window Shopper?
- 18- Can I find the projectors on TGMP since I cannot order them from Dell?
- 19- Would you please give me the site to locate the suppliers selling the projectors?
- 20- What was your remark about ordering projectors? I received a quote from Dell & SCW, is it ok to purchase projectors from these suppliers?
- 21- Are you saying that if we need to bid a turnkey project, then we do not need to request a waiver?
- 22- Is printer toner on the SWC? Specifically, toner for Dell printers. I have been told that toner is not part of the Dell SWC.
- 23- Overlapping other SWC...storage items are available on another SWC...which one takes precedence.
- 24- How will the products that are added as ad hoc or permanent be made available to all state entities?

- 25- Can we request the listing of the schedule of awards in an excel document so we can sort and re-print by vendor or by product line.
 - 26- Can state employees buy off of these contracts?
 - 27- Are Smart Symposiums to be included in the Proprietary Contract?
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 - 29- Will each company have a Rep that will visit the college?
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- 1- Do you have a time frame for when these items will be available in Team Georgia Marketplace?
The Implementation timeline is aggressive. The expectation is that enablement will require 30 – 60 days. Suppliers are providing test files on schedule.
- 2- In researching statewide contracts and I find that a vendor that is not on contract is less expensive can I order from the non-contract vendor?
Many of the largest manufacturers withheld their most aggressive discount levels until the suppliers could produce a fully executed contract. As a result, in the early days of this contract you may often find pricing that can be beaten. All of the suppliers are in negotiations with multiple manufacturers. At present, your first step should be to inform the supplier of the most aggressive pricing you have found. Please insure that the price includes shipping and extended return periods that are comparable to those in the contract. Please copy the Contracting Officer at the same time you contact our suppliers. When addressing the supplier concerning pricing, please include the original quote number for reference purposes. Negotiations for new cost structures for our suppliers are being finalized each day.
- 3- We're an all Extron campus. Do your vendors that we've heard today carry Extron control systems?
Extron will be solicited under the Proprietary Audio Visual Products and Select Services RFP. Extron Products are currently available under an Ad Hoc or Temporary basis under this contract.
- 4- Are projector lamps covered under the contract? The ones for our older projectors are becoming somewhat hard to find.
Projector Lamps are covered. If you review the Schedule of Awarded Line Item listing and determine that the brand of lamp you require is not currently listed, please contact the Contracting Officer. No manufactureres and product lines are being added on a continual basis.
- 5- On items that are also on other contracts, like Lenovo monitors or Apple displays, are we supposed to use this contract or can we use either contract? Same with Duracell batteries that are on contracts with Grainger and Staples?
Once all contracts are loaded in Team Georgia Marketplace, it will be possible to search by manufacturer part number and simply select the best value. For the purposes of procuring a fully configured computer, you will want to use the Computer Contract. When seeking aftermarket parts or standards based upgrades, you will have the ability to use the Computer Peripherals Contract. In most cases, the peripherals are priced lower by our resellers than one will find on the manufacturers website.
- 6- There is a monitor contract listed in the GPR as under evaluation. Will that be issued and if so will we be allowed to shop among all contracts for best price?

- The Computer Monitor Solicitation was cancelled; however, the GPR was not updated to reflect it. That issue has been resolved.
- 7- For items like Infocus projects (sic) that are listed with 3 different suppliers, should we send a list to all three to see who gives the best price?
This contract is designed to provide ongoing competition to the extent possible. During the period between the execution of the contract and the enablement of the online catalogs, you should certainly request quotes from all awarded suppliers. Once the catalogs have been fully enabled, there will still be a mechanism to request more aggressive pricing high volume orders.
- 8- Do we have to use these companies?
As a Mandatory Statewide Contract, these are the suppliers of record. In unique circumstances, one should seek a waiver.
- 9- For each peripherals on contract you will get a lot of contacts for price difference, Can your dept handle all the requests, I have already found a lot of differences.
The feedback you provide concerning pricing is extremely valuable. First, it keeps our contracted suppliers on their toes. Second, the information you provide enables us to move cost structures lower with manufacturers. Do not hesitate to provide feedback as it will lead directly to an improved contract.
- 10- What about enterprise UPS systems? 80kva, etc?
Enterprise UPS systems are available under this contract.
- 11- Will other vendors be added to this contract or is this the final list?
There will be no additional suppliers for the Computer Peripheral and General Audio Visual Contract. However, there are two more related solicitations upcoming. The results of those solicitations will not be known until they are completed.
- 12- I have a current AV project for projectors, podium, mounts, extron, etc and installation for 9 classrooms. Some items on contract, some not. How should I proceed for a turnkey install?
Turnkey installs are not included on the current contract. While you may certainly proceed with a competitive bid, the best of both worlds would be to request bids to be submitted that: 1- include both equipment and Services; and 2- to have the equipment separately sourced under this contract. You would then be able to choose the best value through buying the equipment from the installation firm or by going with this contract.
- 13- Will Printers be added?
Contracts for printers will be awarded separately.
- 14- Does this cover printer cartridges for HP, Dell and other office printers?
Consumables for printers have been awarded to Staples. The new Printer Contract is for equipment only.
- 15- Does this cover RAM (memory sticks) for computer upgrades?
There are some manufacturers of servers who specifically build memory for their servers in such a way that the memory identifies itself as being made for that server. Aside from cases of those proprietary server types, aftermarket RAM should be purchased through the Computer Peripheral Contract. Your Information Technology professional will usually be able to inform you of these instances. When configuring new computers, it is preferable to order RAM through the configuration process pre-installed in the new computer. Memory for routine upgrades can often be procured at substantially lower prices by purchasing the appropriately compatible aftermarket memory.

16- What about external back up drives and UPS battery back ups, will this be covered under this contract?

External Back-up drives are available in many levels. They range from a USB connected single hard drive all the way up to Server Level Storage Solutions. In some cases these two levels bleed into one another. The general rule of thumb is that the simplest network storage devices are available through this contract. Advanced Server Level storage solutions should be procured using the Server Contract.

17- Where do users go to register for Window Shopper?

Window Shopper is available to any Authorized User of Georgia Statewide Contracts. The process to secure a username and password is simple, please go to: <http://doas.ga.gov/TGM/Pages/WindowShopper.aspx>

After completing a simple form, a validation will be performed to insure that each new user is an employee of an appropriate Public Sector organization and the username and password will be e-mailed to the address of record.

18- Can I find the projectors on TGMP since I cannot order them from Dell?

If your Enterprise Audio Visual Team has standardized on Dell Projectors, please continue to utilize the Dell PC Hardware Contract for those projectors. For all other brands, please utilize the new contract. Projectors will be covered by multiple suppliers in this contract so that you will be able to select the best pricing.

19- Would you please give me the site to locate the suppliers selling the projectors?

You may access the contract and award descriptions by following this link:

http://ssl.doas.state.ga.us/PRSapp/PR_StateWide_contract_list_alpha.jsp

Then, select the Contract Title: "Computer Peripherals and General Audio Visual Products" That will open the full information package for this contract.

Because the Award Schedule is lengthy, you may request a sortable Excel file by sending an e-mail to Bernard.joy@doas.ga.gov. The list you receive will be current as of the date of the request.

20- What was your remark about ordering projectors? I received a quote from Dell & SCW, is it ok to purchase projectors from these suppliers?

Dell was not awarded under this contract. While Dell remains the primary source of Dell branded products, all other projectors should be purchased through this contract.

21- Are you saying that if we need to bid a turnkey project, then we do not need to request a waiver?

Services are not covered by this contract. The best solution is to seek two sets of pricing for Audio Visual Turnkey projects. First, seek pricing for all goods and services. Second seek pricing for Services only. Send your Materials List for major components to the Computer Peripheral and General Audio Visual Product suppliers. You would then have the ability to source in the manner that provides the best value for your organization. If after requesting quotes from our contract suppliers of the equipment, the best value is represented by purchasing the equipment separately from the services, you would have preserved that possibility. A waiver for turnkey solutions will not be required until the Project Based Sales and Services RFP is awarded.

22- Is printer toner on the SWC? Specifically, toner for Dell printers. I have been told that toner is not part of the Dell SWC.

Printer consumables are available under the Office Supplies Statewide Contract.

23- Overlapping other SWC...storage items are available on another SWC...which one takes precedence.

For Enterprise or Server storage systems, please use the Server Contract. For simple USB, Firewire, or small network storage devices, you may use this contract. In areas of ambiguity as one moves to the lower center, please use the competitive environment by contacting suppliers from both contracts and seeking quotes. However, in that gray area, any Statewide Contract will be a safe contractual instrument.

24- How will the products that are added as ad hoc or permanent be made available to all state entities?

Ad hoc additions are one time only for your convenience. Permanent Additions will be posted in the contract information pages on the GPR and in the Schedule of Awarded Line Items and in the Changes Section.

25- Can we request the listing of the schedule of awards in an excel document so we can sort and re-print by vendor or by product line.

While there is not a current method by which this sortable Excel spreadsheet can be posted, you will always be able to seek and receive the latest award schedule in sortable document by sending a request to: Bernard.joy@doas.ga.gov .

26- Can state employees buy off of these contracts?

While DOAS is prohibited from negotiating Employee Discounts, we have not prevented suppliers from offering them. We can neither solicit nor negotiate them.

27- Are Smart Sympodiums to be included in the Proprietary Contract?

You betcha!

28- What if we find a better price elsewhere?

Contact the Contracting Officer via e-mail attaching the two quotes. Insure that you are comparing apples to apples including warranty, shipping and return policies. Upon an initial response from the Contracting Officer, you can expect one or more better quote(s) within 24 hours. The process of gaining better costs for our suppliers from manufacturers is in full swing. The competitive pricing information you submit is appreciated and desired. Your legwork will make the contract better. Requests for waivers are addressed on a case by case basis.

29- Will each company have a Rep that will visit the college?

All suppliers have account representatives. They are very willing to make onsite visits. However, this contract is a boxed product contract and is measured by aggressive pricing, ease of ordering, on time deliver, and ease of returns. The next two solicitations with an increasingly heavy reliance on expert services will have a correspondingly heavier emphasis on site visits and availability of staff.