

LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
DARRYL W. BARDUSCH
LESLIE S. CHINEN
DARYLE ANN HO
KEITH T. MATSUMOTO
RUSS K. SAITO
PAMELA A. TORRES

AARON S. FUJIOKA
ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.spo.hawaii.gov

October 19, 2009

TO: Executive Departments/Agencies
Department of Education
Hawaii Health System Corporation
Office of Hawaiian Affairs
University of Hawaii
House of Representatives
Senate
Judiciary

City & County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
County of Hawaii
Hawaii Department of Water Supply
County of Maui
Maui County Council
County of Kauai
Kauai County Council
Kauai Department of Water Supply

FROM:

Aaron S. Fujioka
Administrator

A handwritten signature in black ink, appearing to read "Aaron S. Fujioka".

SUBJECT: **Change No. 1**
SPO Vendor List No. 10-01 - SW
Computer Equipment, Peripherals and Related Services
Expires August 31, 2012
(WSCA Contract)

The following changes are made to the vendor list:

1. **Add** Lenovo (United States) Inc. to the vendor list.
2. **Add** Xerox Corporation to the vendor list.
3. **Add** Xiotech Corporation to the vendor list.
4. **Add** Toshiba America Information Systems, Inc. to the vendor list.
5. **Add** Apple Inc. to the vendor list.
6. **Add** Michael Compton, Inside Account Manager and Pono Wong, Account Executive for point of contact with Dell Marketing LP.
7. **Change** point of contact name for the Hawaii Department of Water Supply from Craig Shimabukuro to Dennis Wong.

The current contract incorporating Change No. 1 is available on the SPO website: <http://hawaii.gov/spo>; click on "SPO Price List/Vendor List Contracts" at the main menu. At the search screen, enter the List Title.

Should you have any questions, Stanton Mato can be contacted at (808) 586-0566, or stanton.d.mato@hawaii.gov.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List No. 10-01 (Statewide)

Replaces SPO Vendor List No. 05-14

Includes Change No. 1

Revised 10/19/2009

**COMPUTER EQUIPMENT, PERIPHERALS,
AND RELATED SERVICES**

October 1, 2009 to August 31, 2012

INFORMATION ON WSCA AND THE WSCA COMPUTER CONTRACT

The State of Hawaii is a member of the Western States Contracting Alliance (WSCA), a multi-state contracting consortium of state governments, including local governments. WSCA seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Minnesota, lead agency and contract administrator for the WSCA computer contract, issued a competitive sealed proposal on behalf of WSCA and awarded contracts to eleven Personal Computer [PC] (may include printers, servers and storage) manufacturers; five printer manufacturers and seven servers-storage manufacturers. The manufacturers are required to supply computer equipment, peripherals, and related services. This price agreement is based on a volume discount. **No leasing is authorized under this Agreement.**

The State Procurement Office, on behalf of the executive branch and the other purchasing jurisdictions listed below, has joined the WSCA computer equipment, peripherals and related services contract. The WSCA contract offers a wide range of computer equipment labeled with the manufacturer's name (servers-storage, printers, desktop and laptop computers and PDAs), general-purpose software and peripherals. The WSCA contractor shall provide warranty service on all equipment purchased. At the option of the agency, WSCA contractors shall provide installation, training and support services directly related to the efficient use or operation of purchased equipment for an additional cost.

For additional information on this contract, visit www.aboutwsca.org.



PARTICIPATING JURISDICTIONS listed below may purchase from this vendor list contract:

Executive Departments/Agencies
 Department of Education (DOE)
 Hawaii Health System Corporation (HHSC)
 Office of Hawaiian Affairs (OHA)
 University of Hawaii (UH)
 House of Representatives (House)
 Senate
 Judiciary

City & County of Honolulu
 (C&C of Honolulu)
 Honolulu City Council
 Honolulu Board of Water Supply
 County of Hawaii
 Hawaii Department of Water Supply
 County of Maui
 Maui County Council
 County of Kauai
 Kauai County Council
 Kauai Department of Water Supply

Participants are not required to purchase from the WSCA contractors, and waivers from the contract will not be required. Participants are allowed to purchase computer equipment from other sources; however, Chapter 103D, HRS, and the procurement rules will apply to purchases outside of this contract, unless the agency is exempt from Chapter 103D. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the agency.

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the vendor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Stanton Mato	586-0566	586-0570	stanton.d.mato@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	Carlton_Chinen@notes.K12.hi.us Connie_Chun/PROCURE/HIDOE@notes.k12.hi.us
HHSC	Alison Stransky	733-4168	733-4460	astransky@hhsc.org
OHA	Ernest Kimoto Alt: Shirley Okamoto	594-1954 594-1826	594-1865	ErnieK@OHA.org
UH	Mathew Chow (Primary) Gwen Won	956-2765 956-8687	956-2096 956-2093	chowmatt@hawaii.edu gwon@hawaii.edu
House	Patricia Mau Shimizu	586-6400	586-6401	adele@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Newton Sakamoto	538-5805	538-5802	newton.t.sakamoto@courts.state.hi.us
C&C of Honolulu	Mike Hiu	768-3940	523-4771	mhiu@honolulu.gov
Honolulu City Council	Clayton Wong	527-5654	523-4220	cwong@honolulu.gov
Honolulu Board. of Water Supply	Kathryn Kanemori	748-5078	550-9193	kkanemori@hbws.org

Jurisdiction	Name	Telephone	Fax	E-mail
County of Hawaii	Gilbert Benevides	961-8231	961-8248	gil_benevides@co.hawaii.hi.us
Hawaii Department of Water Supply	Dennis Wong	961-8050 Ext 203	961-8657	dwong@hawaiiidws.org
County of Maui	Greg King	270-7488	270-7138	greg.king@co.maui.hi.us
Maui County Council	Martha Suzuki	270-7661	270-7686	martha_suzuki@mauicounty.us
County of Kauai	Florence Kakuda	241-6294	241-6297	fkakuda@kauaigov.com
Kauai County Council	Peter Nakamura	241-6371	241-6349	pnakamura@kauaigov.com
Kauai Department of Water	Clarita M. Remigio Fay Tateishi	245-5423 245-5426	245-5813 245-5813	cremigio@kauaiwater.org ftateishi@kauaiwater.org

USE OF THIS PRICE LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS Chapter 103F) have been invited to participate in the SPO vendor lists contracts.

A listing of these nonprofit organizations is available at <http://hawaii.gov/spo/spoh/for-private-providers/NonProfitCoopPurchasingList.pdf>.

If interested, these nonprofits will contact the vendor to obtain concurrence on their participation.

All WSCA contractors have given approval for the use of this contract by nonprofit organizations with current State contracts.

VENDORS. The following vendors are authorized to provide computer equipment, peripherals and related services. The following contractors have signed a Master Agreement with the State of Minnesota and a Participating Addendum with the State Procurement Office in Hawaii.

<u>Company Name</u>	<u>Master Agreement No.</u>
Apple Inc.	B27158
Dell Marketing L.P.	B27160
Hewlett Packard Company	B27164
Lenovo (United States) Inc.	B27168
Transource Computers	B27177
Toshiba America Information Systems, Inc.	B27176
Xerox Corporation	B27178
Xiotech Corporation	B27179

COMPUTER EQUIPMENT, SOFTWARE, AND SERVICES

This contract is **NOT** for the purchase of major, large hardware or hardware and software offerings. In general, individual units/configurations for servers and storage should not exceed \$300,000.00 each. Desktops per unit/configuration costs should not exceed \$100,000. Printers of all types and monitors per unit/configuration costs should not exceed \$50,000 each. This is not a restriction on how many units/configurations can be purchased, but on the value of each individual unit/configuration.

- **Announced Promotional Price** are prices offered nationally to specific categories of customers (Consumer, Business or government) for defined time periods under predefined terms and conditions.
- **Configuration** in most instances in this document means a total system configuration. This may include more than one model or part number (or SKU), or a combination of hardware, software, and configuring of the system to make the system work.
- **Consumables** are those items that are required for the operation of the Equipment offered or supplied which are consumed over time with the purchaser's use of the equipment are included – printer cartridges, batteries, projector bulbs, etc. Consumables such as magnetic media, paper and generally available office supplies are excluded.

Participating agencies on Oahu are required to use SPO Price List No. 07-24 for the procurement of printer cartridges.

- **Cumulative Volume Discount** means a contractual, cumulative, permanent volume discount based on dollars resulting from the cumulative purchases by all governmental purchases for the duration of the Master Price Agreement.
- **Educational Discount Price** means the price offered in a nationally announced promotion, which is limited to educational customers only.
- **Equipment** means workstations, desktop, laptop (includes Tablet PC's), handheld (PDA) devices, projectors, servers, printers, monitors, computing hardware, including upgrade components such as memory, storage, drives, and spare parts. AUDIO VISUAL PRODUCTS (digital cameras, televisions, whiteboards, etc.) are not included in this contract. The exception to this definition is whiteboards, which can be sold as part of the Instructional Bundles, but not as a stand-alone item.
- **E-rate** is a program sponsored by the Federal Communication Commission whereby education and other qualifying institutions may purchase authorized technology at reduced prices
- **General Price Reduction Price** means the price offered to consumer, business or governmental purchasers at prices lower than PSS pricing. General price reduction prices will be reflected in the PSS as soon as practical.
- **Manufacturer** means a company that as its primary business function, designs assembles, owns the trademark/patent and markets computer equipment including workstations, desktop computers, laptop (includes Tablet PC's) computers, handheld (PDA) devices, servers, printers, and storage solutions/auxiliary storage devices. The manufacturer must provide direct un-infringed unlimited USA OEM warranties on the products. The manufacturer's name(s) shall appear on the computer equipment. The Contractor(s) shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.
- **Materials Management Division** or "MMD" means the procurement official for the State of Minnesota or a designated representative.

- **PDA** means a Personal Digital Assistant and refers to a wide variety of handheld and palm-size PC's, and electronic organizers. PDA's usually can store phone numbers, appointments, and to do lists. PDA's can have a small keyboard, and/or have only a special pen that is used for input and output. The PDA can also have a wireless fax modem. Files can be created on a PDA which is later entered into a larger computer. Note: For this procurement, all Tablet PC's are not considered PDA's. The Contractor(s) shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.
- **Peripherals** means any product that can be attached to, added within, or networked with personal computers or servers, including but not limited to storage printers (including multifunction network printers), scanners, monitors, keyboards, projectors, uninterruptible power supplies and accessories. Software, as defined in the RFP, is not considered as a peripheral. Adaptive/Assistive technology devices are included as well as configuration for education. AUDIO VISUAL PRODUCTS (digital cameras, televisions, whiteboards, etc.) are not included in this contract. The exception to this definition is whiteboards, which can be sold as part of the Instructional Bundles but not as a stand-alone item. The Contractor(s) shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.
- **Per Transaction Multiple Unit Discount** means a contractual volume discount based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Purchasing Entity or multiple entities conducting a cooperative purchase.
- **Products** means personal computer equipment, peripherals, LAN hardware, pre-loaded Software, and Network Storage devices, but not unrelated services. The Contractor(s) shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.
- **Products and Services Schedule Prices or PSS** refers to a complete list, grouped by major product and/or service categories, of the Products and services provided by the contractor that consists of an item number, item description and the Purchasing Entity's price for each Product or Service. All such Products and services shall be approved by the WSCA/NASPO Contract Administrator prior to being listed on a Contractor-supplied website accessed via a URL. The Contractor(s) shall provide the warranty service and maintenance for all equipment listed on the PSS on a Master Price Agreement as well as a Takeback Program
- **Refurbished Products** are products that may have been powered on or used by another customer that have been fully retested, defective parts replaced, and repackaged to meet original factory specifications.
- **Replacement Parts.** Unless otherwise restricted in a Participating Addendum or maintenance service agreement, replacement parts may be manufacturer-certified refurbished parts carrying USA OEM warranties.
- **Services** are broadly classed as installation/de-installation, maintenance, support, training, migration, and optimization of products offered or supplied under the Master Price Agreement. These types of services may include, but are not limited to: warranty services, maintenance, installation, de-installation, factory integration (software or

equipment components), asset management, recycling/disposal, training and certification, pre-implementation design, disaster recovery planning and support, service desk/help desk, and any other directly related technical support service required for the effective operation of a product offered or supplied. General consulting and all forms of application development and programming services are excluded.

- **Servicing Subcontractor/Subcontractor/Reseller Agent** means a Contractor authorized and state-approved subcontractor who may provide local marketing support or other authorized services on behalf of the Contractor in accordance with the terms and conditions of the Contractor's Master Price Agreement. A wholly owned subsidiary or other company providing warranty of other technical support services qualifies as a Servicing Subcontractor. Local business partners may qualify as Servicing Subcontractors. Servicing Subcontractors may not directly accept Purchase Orders or payments for Products or Services from Purchasing Entities. The Contractor(s) actually holding the Master Price Agreement shall be responsible for Servicing Subcontractor's providing products and services, as well as warranty service and maintenance for equipment the subcontractor has provided on a Master Price Agreement as well as the Takeback Program.
- **Software** For software purchases from Novell, IBM/Lotus, Symantec and Microsoft using the State's Master and Volume License Agreements, please refer to SPO PL No. 05-16, Computer Software. Use of this Price List is mandatory for those agencies that are committed to its use.
- **Standard Configurations or Premium Savings Configurations** means deeply discounted standard configurations that are available to Purchasing Entities using the Master Price Agreement only. Any entity, at any given time, that commits to purchasing the standard configuration adopted by other Purchasing Entities shall receive the same price for the contract awardees. This specification includes a commitment to maintain and upgrade (keep pace with the advance of technology) the standard configuration for a stated period of time or intervals.
- **Storage Solution/Auxiliary Storage** means the technology and equipment used for storage of large amounts of data or information. This includes technologies such as: Network Attached Storage (NAS) and Storage Area Networks (SAN). The Contractor shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.
- **Takeback Program** means the Contractor's process for accepting the return of the equipment or other products at the end of life as determined by the State utilizing the Master Price Agreement

Agencies must first list product with the State's Excess Property Program. Contact Inventory Management for details at 831-6756 or 831-6788.

- **Technical Support** refers to the Contractor agreeing to maintain a toll-free technical support telephone line. The line shall be accessible to Purchasing Entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the Contractor(s) during a product warranty period or during a support agreement.

- **Trade In** refers to the exchange of used Equipment for new Equipment at a price reduced by the value of the used Equipment.
- **Value Added Services:** The Contractor(s) shall provide such services as installation, training, and software imaging upon request of the Purchasing Entity.

WEB SITE MAINTENANCE.

- A. The Contractor agrees to maintain and support an Internet website linked to the State's administration website for access to the PSS, service selection assistance, problem resolution assistance, billing concerns, configuration assistance, Product descriptions, Product specifications and other aids described in the RFP, and/or in accordance with instructions provided by the WSCA/NASPO Contract Administrator. The Contractor agrees that the approved PSS on the State's administration website shall contain a single, uniform WSCA price for configurations and items. Failure to comply with this requirement will be grounds for further action to be taken against the Contractor.
- B. The Contractor agrees to maintain and support Participating State and Entity Internet websites for access to the specific Participating Entity PSS, as well as all other items listed in Section A above. The website shall have the ability to hold quotes for 45 days, as well as the ability to change the quote.
- C. The Contractor may provide electronic commerce assistance for the electronic submission of Purchase Orders, purchase order tracking and reports.
- D. Once the website is approved, the Contractor may not make changes to the website without notifying the WSCA/NASPO Contract Administrator and receiving written approval of the changes.

ORDERING. Each contractor maintains its website with product and services information, product configuration and pricing, the primary contact, and the terms and conditions of the price agreement. Agencies are advised that changes to products and pricing occur frequently. We recommend, for auditing purposes, that a printed copy of the web site page showing the item(s) ordered or a printed quote from the contractor or the contractor's website be placed in the procurement file.

VARIOUS TYPES OF DISCOUNTS

- A. **WSCA/NASPO Premium Savings Packages** means deeply discounted standard configurations that are available to Purchasing Entities using the Master Price Agreement only. Any entity, at any given time, that commits to purchasing the standard configuration adopted by other Purchasing Entities shall receive the same price for the contract awardees. This specification includes a commitment to maintain and upgrade (keep pace with the advance of technology) the standard configuration for a stated period of time or intervals.

For purchases using the WSCA/NASPO Premium Savings Packages, this option is for ordering a single configuration at a time. Pricing is per unit for each single configuration.

Go to the following website at: <http://www.wnpsp.com/index.html>, and click onto "current configurations" and "current specifications" for desktops, laptops and monitors manufactured by Hewlett Packard, Dell and Lenovo. The package is updated every six months with new pricing and vendor selection by the WNPSP team. A new package is available on May 1st and November 1st of each year.

If your agency procures desktops, laptops or monitors using the WSCA/NASPO Premium Savings Package, please contact the manufacturer directly to confirm the Premium Savings Package price and request a price quotation for your records.

- B. **Cumulative Volume Discount** means a contractual, cumulative, permanent volume discount based on dollars resulting from the cumulative purchases by all governmental purchases for the duration of the Master Price Agreement.
- C. **Educational Discount Price** means the price offered in a nationally announced promotion, which is limited to educational customers only.
- D. **General Price Reduction Price** means the price offered to consumer, business or governmental purchasers at prices lower than PSS pricing. General price reduction prices will be reflected in the PSS as soon as practical.

When placing an order, check contractor's website for completed ordering instructions, including but not limited to discount (premium savings package, cumulative volume discount; educational discount price; and general price reduction price), installation, de-installation, maintenance, support, training, migration, warranty, delivery, etc.

Purchase orders may be issued to purchase the license for software or to purchase products listed on the Contractor's "Products and Services Schedule Prices" (PSS) at the prices in accordance to Price Guarantees. The Contractor is required to provide warranty and maintenance service on equipment that is purchased. The Contractor shall offer a Takeback Program for all products covered by this Agreement.

VENDOR COMPLIANCE. Purchasing agencies are not required to obtain the compliance documents.

RECORD OF SMALL PURCHASE. Regardless of dollar amount, purchasing agencies are required to complete SPO Form-10, RECORD OF PROCUREMENT, (available as a downloadable MS Word form at <http://www4.hawaii.gov/StateForms/SPOInt/ShowInternal.cfm?&ShowAll=Yes>).

- Obtain a minimum of two (2) written quotations for all purchases under \$100,000.00 and complete SPO Form 10.
- Obtain a minimum of three (3) written quotations for all purchases of \$100,000.00 or more and complete SPO Form 10.
- The award may be made to the vendor whose offer provides the **best value** in terms of quality of product, pricing, configuration, warranty coverage, technical support, lead time, etc. to the State. If the purchasing entity is unable to obtain the minimum number of written quotes, the purchasing entity must justify that all contractors listed in this vendor list were contacted to submit a written quotation within a reasonable time frame and the results are documented on the SPO Form 10.

PURCHASE ORDERS shall be issued and payments made **directly** to the vendors listed herein. In place of the SPO VL No., type on the purchase order the WSCA number (*) assigned to each contractor to qualify for the WSCA pricing. Check individual Contractor website if they can provide electronic commerce assistance for the electronic submission of Purchase Orders, purchase order tracking and reporting.

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

LEASE AGREEMENTS not are allowable under this contract.

PRODUCT AND SERVICE SCHEDULE. The Contractor agrees to maintain the PSS in accordance with the following provisions:

- A. The PSS prices for Products and services will conform to the product category discount levels on file with WSCA/NASPO Contract Administrator for the following Products:

Band 1 – Servers

Band 2 – Workstations (desktops, laptops, tablet PC's)

Band 4 – Storage

Operating Systems

LAN Devices

- B. The Contractor may change the price of any Product or Service at any time, but the guaranteed discount levels shall remain unchanged during the agreed period unless or until prior approval is obtained from the WSCA/NASPO Contract Administrator. The Contractor agrees that the PSS on the State administration website shall contain a single, uniform WSCA price for configurations and items. Failure to comply with this requirement will be grounds for further action to be taken against the Contractor.
- C. The Contractor may make model changes; add new Products, and Product upgrades or Services to the PSS in accordance with Product Substitutions, below. The pricing for these changes shall incorporate, to the extent possible, comparable discount levels approved by the WSCA/NASPO Contract Administrator for similar Products or Services.
- D. The Contractor agrees to delete obsolete and discontinued Products from the PSS on a timely basis.
- E. The Contractor shall maintain the PSS on a Contractor supplied Internet website.

PRODUCT SUBSTITUTIONS.

- A. Substitution of units/configurations

MMD and the WSCA Directors acknowledge that individual units and configurations may stop being produced during the life of the resulting contracts. Substitution of different units and configurations will be permitted with the prior written approval of the WSCA/NASPO Contract Administrator. This substitution is at the sole discretion of the WSCA/NASPO Contract Administrator, subject only to review and approval of the WSCA/NASPO Contract Administrator.

B. Addition of units/configurations

MMD and the WSCA Directors acknowledge that with the evolution of technology, new, emerging units and configurations will develop. Addition of these new, emerging units may be permitted, with the prior approval of the WSCA/NASPO Contract Administrator and the WSCA Directors. The addition of new, emerging units and configurations is at the sole discretion of the WSCA/NASPO Contract Administrator, subject only to review and approval of the WSCA Directors.

PRODUCT DELIVERY. The delivery time to Purchasing Entities varies for each Contractor after receipt of a valid Purchase Order or pCard. Go to the Contractor website for product delivery times.

SHIPMENT AND RISK OF LOSS

- A. All deliveries shall be F.O.B. destination, prepaid and allowed, with all transportation and handling charges included in the price of the product and paid by the Contractor. Responsibility and liability for loss or damage shall remain with the Contractor until final inspection and acceptance when responsibility shall pass to the Purchasing Entity except as to fully-litigated defects, fraud and Contractor's warranty obligations.
- B. Whenever a Purchasing Entity does not accept products and returns them to the Contractor, all related documentation furnished by the Contractor shall be returned also. Unless otherwise agreed upon by the Purchasing Entity, the Contractor is responsible for the pick-up of returned products. The Contractor shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the Purchasing Entity.
- C. Unless otherwise arranged between the Purchasing Entity and Contractor, all products shall be shipped within (see below) after receipt of a purchase order, by a reliable and insured shipping company.
 - Apple Inc. 10 to 14 days.
 - Dell Marketing L.P.: 14 to 30 days.
 - Hewlett Packard Company: Within 20 business days or greater than 20 days by mutual agreement between the Purchasing Entity and Contractor.
 - Lenovo (United States) Inc.: 10 to 15 business days
 - Toshiba America Information Systems, Inc. Within 20 business days
 - Transource Computers: 1 to 20 days.
 - Xerox Corporation: 10 to 14 days
 - Xiotech Corporation: 10 to 14 days

ACCEPTANCE. A Purchasing Entity shall determine whether all products and services delivered meet the Contractor's published specifications. No payment shall be made for any products or services until the Purchasing Entity has accepted the products and services. The Purchasing Entity will make every effort to notify the Contractor within fifteen (15) calendar days of non-acceptance of a product or service; otherwise the products or services shall be deemed accepted.

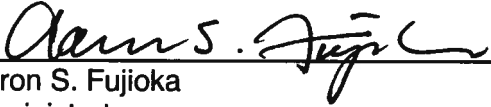
PAYMENTS are to be made to the Contractor(s) remit to address provided in this vendor list. Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via "Purchasing Card."

In the event an order is shipped incomplete (partial), the Agency shall pay for each shipment as invoiced by the Contractor unless the Agency has clearly specified "No Partial Shipments" on each Purchase Order.

CUSTOMER SATISFACTION/COMPLAINT RESOLUTION. The Contractor's process for resolving complaints concerning products, support, and billing problems is in the Master Price Agreement.

VENDOR AND PRODUCT EVALUATION form, SPO-12, is made available to the agencies for the purpose of addressing concerns on this price list contract. The form can be accessed from the SPO website: <http://hawaii.gov/spo>. Click on "Forms for State Agencies" under the Quick Links menu.

VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://hawaii.gov/spo>. Click on "SPO Price List/Vendor List Contracts" at the main menu.



Aaron S. Fujioka
Administrator

**PERSONAL
COMPUTERS -
(MAY INCLUDE
PRINTERS,
SERVERS AND
STORAGE
MANUFACTURERS)**

APPLE INC.

Master Price Agreement Number B27158*

Apple Inc. Website: www.apple.com

Order Address:

For Education orders:

Apple Inc.
12545 Riata Vista Circle, Mail Stop 198-3ED
Austin, TX 78727

Alternately, orders can be emailed to ssohelp@apple.com or faxed to 800 590-0325.

For State & Local Gov't orders:

Apple Inc.
12545 Riata Vista Circle, Mail Stop 198-3ENT
Austin, TX 78727

Alternately, orders can be emailed to ssohelp@apple.com or faxed to 866 821-7947.

Payment Address:

Apple Inc.
PO Box 846095
Dallas, TX 75284-6095

Contact Information:

Education presales information: 800 800-2775

State & Local Gov't presales information: 800 462-7753

Education Sales Support (order status, returns, etc.): 800 800-2775 or ssohelp@apple.com.

State & Local Gov't Sales Support (order status, returns, etc.): 800 793-9378 or ssohelp@apple.com.

Education Technical Support: 800 800-2775

State & Local Gov't Technical Support: 866-752-7753

Bids and RFP's:

Please send bids and RFP's to bids@apple.com. Alternately, bids can be faxed to 512 532-0866 or mailed to:

Apple Inc.
12545 Riata Vista Circle, Mail Stop 198-4BID
Austin, TX 78727

DELL MARKETING LP

Master Price Agreement Number B27160*

www.dell.com/slg/hawaii

One Dell Way, RR8-8741
Round Rock, TX 78682

To place an order online – go to www.dell.com/quote.

For questions regarding purchase order receipt, please call 1-800-981-3355 ext. 724-4109 or email PO_Inquiry@dell.com.

For all Sales and Support questions, please contact your appropriate team.

State & Local Government And K12 & Higher Education

Michael Compton, Inside Acct Mgr.
Michael_compton@dell.com
Office (800)274-7799 Ext 728-6642
Direct Fax (512)283-8603

Pono Wong, Account Executive
Pono_Wong@dell.com
(808)-223-3124

Jessica Johnson, Inside Acct Mgr.
Jessica_Johnson@dell.com
Office: (800) 274-7799 Ext 72-63888
Fax: (512) 283-4658
Fax for Purchase Orders: (866)-501-8291

Jeff Cochran, Account Executive
Jeff_Cochran@dell.com
(949) 363-2983

Systems Consultant (Enterprise Server, Storage, Network Strategies)

Brett Hansen, Systems Consultant
Brett_Hansen@dell.com
(425) 818-5252

Technical Sales Representative (Handles all Server and Storage Pricing and Quoting)

Chris Bergen
Chris_Bergen@dell.com
(800) 289-3355. Ext. 7249425
Telefax: (512) 283-0349

HEWLETT PACKARD COMPANY

Master Price Agreement Number B27164*

www.hp.com/buy/hawaii

CONTRACTOR'S PRIMARY REPRESENTATIVES:

All lines of Business - Inside Representative:

(K-12, HIED, State/Local)

Matt Farris

Servers and Storage

Phone: (800) 277-8988 x 7713843

matthew.e.farris@hp.com

All lines of Business - Field Representative:

(K-12, HIED, State/Local)

Ahmad Mohammadi

Servers and Storage

Phone: (808) 226-9548

ahmad.mohammadi@hp.com

All lines of Business - Inside Representative:

(K-12, HIED, State/Local)

Courtney Florquist

Desktops and Notebooks

Phone: (800) 277-8988 x 7713652

courtney.florquist@hp.com

All lines of Business - Field Representative:

(K-12, HIED, State/Local)

Pat Netzer

Desktops and Notebooks

Phone: (661) 664-9024

pat.netzer@hp.com

All lines of Business - Field Representative:

(K-12, HIED, State/Local)

Thomas Hyland

Printers

Phone: (916) 303-4503

thomas.hyland@hp.com

Purchase Order and Remit To Address

Hewlett Packard Company

10810 Farnam Drive

Omaha, NE 68154

Ordering Phone: (800) 727-2472

Ordering Fax: (800) 825-2329

LENOVO (United States) INC.

Master Price Agreement Number B27168*

Lenovo Hawaii WSCA/NASPO web site: <http://www.lenovo.com/shop/deals/hi>

Order Address:

Lenovo (United States) Inc.
c/o Kelly Services, Inc.
1100 Ward Avenue, Suite 1020
Honolulu, HI. 96814
WSCA/NASPO Contract ID #B27168
Attention: Jeff Brown (800) 405-6883, Opt. 1, Ext. 27074

Note: A hard copy via US Mail is NOT required.

**Please be sure to FAX a copy of the purchase order to Jeff Brown at:
(480) 776-8636.**

Payment Address:

Lenovo (United States) Inc.
P.O. Box 643068
Pittsburgh, PA 15264-3055

The primary contact regarding ordering for the PA (Participating Addendum) should be

Jackson Tsao
Sr. Account Public Sector Executive
Southern California and Hawaii
Lenovo (United States) Inc.

OR

Jeff Brown
Public Sector Sales Representative
Lenovo (United States) Inc.
Phone: (800) 405-6883
Option 1, x27074
Fax (480) 776-8636
Email: jbrown@lenovo.com

Phone: (808) 286-4175
Fax: (661) 753-9251
Cell: (661) 904-0901
Email: jtsao@lenovo.com

The Lenovo WSCA/NASPO contracts manager is: Gerolynn Martin, gmartin4@lenovo.com.

Lenovo may use "Reseller Agents" to assist with marketing of Lenovo products to the WSCA/NASPO end users in Hawaii. Eligible products include ThinkCentre desktop systems, ThinkPad notebooks, ThinkStation products, ThinkVision products, ThinkOptions, ThinkServer, S10 Netbooks, WYSE Thin Clients and Secure Managed Client Products. Third party products and software are excluded with the exception of WYSE Thin Clients.

All orders and payments are to be issued directly to Lenovo (United States) Inc. and must include the WSCA/NASPO Contract #B27168 and the State of Hawaii agreement Number SPO Vendor List No. 10-01.

If a Reseller Agent assisted the End User, the Reseller Agents' Lenovo Location ID (LocID) must be listed on the purchase order submitted to Lenovo. Inclusion of the LocID on the Purchase Order will result in a fee payment to the Reseller Agent. Such fee payment will not affect the pricing specified in the WSCA/NASPO Master Price Agreement.

Toshiba America Information Systems, Inc. Number B27176

www.store.toshiba.com/wsca-hi

State & Local Government K12 & Higher Education

Contact / Ordering information

Elizabeth Barden, Account Executive
elizabeth.barden@tais.toshiba.com
Phone: 949-461-4458
Fax: 949-462-0798

Purchase Order Mailing Address

Toshiba America Information Systems, Inc.
c/o Elizabeth Barden
9740 Irvine Blvd.
Irvine, CA 92618

Remit To Mailing Address

Toshiba America Information Systems, Inc.
c/o Bank of America
231 S. LaSalle Street
Chicago, IL 60697
Phone: 206-585-4445
Fax: 206-358-6613
Account # 77650-60473

TOSHIBA
Leading Innovation >>>

TRANSOURCE COMPUTERS

Number B27177*

www.transource.com/wsca/hi

Transource Computers Account Manager (State of Hawaii)

Contact: **Mr. Mark Bradley**
Phone: (800) 486-3715 x44
Email: markb@transource.com

Purchase Orders may be placed through the following methods:

By Mail: Transource Computers
2405 West Utopia Road
Phoenix, AZ. 85027

By email: markb@transource.com

By phone: Mark Bradley @ (800) 486-3715 x44

Online: www.transource.com/wsca/hi

Transource Computers Contract Manager (WSCA/NASPO)

Contact: **Mr. Marlo Gouin**
Phone: (800) 486-3715 x39
Email: mgouin@transource.com

Payment To: Transource Computers
2405 West Utopia Road
Phoenix, AZ. 85027

PRINTERS

Xerox Corporation

Number B27178

Main Xerox WSCA Website:
www.xeroxdirect.com/wsc

Hawaii WSCA State page:
www.xeroxdirect.com/wsc/hawaii

Ordering Contacts for Hawaii:

Name: **Garrett M. Corry**
Xerox Direct
Public Sector Account Manager
West Coast Region
Phone: (888) 247-5107 x 27057
Fax: (480) 467-6375
Email: gccorry@xeroxdirect.com

Back up – Ordering Contacts for Hawaii

Name: **Whitney Smith**
Xerox Direct
Account Manager
Phone: (888) 247-5107 x27053
Fax: (480) 776-8694
Email: wsmith@xeroxdirect.com

Additional contact info:

Electronic orders send to: sales@xeroxdirect.com
Billing Questions: xeroxcredit@xeroxdirect.com

Service support call 1-800-835-6100 opt 1

Payments are issued to:

Xerox Corporation
1654 Solutions Center
Chicago, IL. 60677

SERVERS – STORAGE

XIOTECH CORPORATION

Number B27179*

Contact Information

Sales Contact:

Shawn Kinnear, Sr. Account Executive
Phone: (952) 360-0001
Fax: (952) 983-2902
E-Mail: Shawn_Kinnear@xiotech.com

Primary WSCA/NASPO Contact:

Mary Reuss, Manager Government Operations
Xiotech Corporation
6455 Flying Cloud Drive
Eden Prairie, MN 55344
Office: (952) 983-2435
Cell: (612) 419-1016
Fax: (952) 983-6950
E-Mail: Mary_Reuss@xiotech.com

To Place Orders:

Jill Patterson, Order Admin
Xiotech Corporation
6455 Flying Cloud Drive
Eden Prairie, MN 55344
Phone: (952) 983-2425
Fax: (952) 983-6979
Email: Jill_Patterson@xiotech.com
Main # (952) 983-3000

To Remit Payments:

Xiotech Corporation
Dept. Ch. 17326
Palatine, IL. 60055-7326