



Attachment B – Ordering Instructions

State of Louisiana

OSP Contract Number DETEL Microcomputers & Peripherals

If you have any questions or need further assistance, please contact the Office of State Procurement by emailing Anna Cox at Anna.Cox@la.gov, Phone: 225-342-8010 or Jessica Daigrepoint at Jessica@detel.com, Phone: (225) 952-9430 and Fax: (225) 952-9432.

Per Memorandum OSP V10-01

The individual contract line item limit is being decreased on all Brand Name Microcomputer & Peripheral Contracts from a unit cost of \$50,000 each to a unit cost of \$25,000 each.

A limit of \$500,000 on the total release/purchase order amount issued against these contracts is also being imposed. Procurements shall not be artificially divided to circumvent the \$500,000 threshold.

At this time, we find it necessary to reiterate that "Services" shall be limited to warranty services, hardware maintenance, initial installation, initial imaging of workstations, training directly related to the support of the hardware, excluding customized training and/or software training, and initial software imaging at time of installation upon request of the Purchasing Entity. General consulting and all forms of application development and programming services are excluded.

Installation is limited to the initial set-up and initial diagnostics of equipment and peripherals purchased from the contract. Installation is to be used only at the time of the purchase of the component(s) from the state contract. Installation is not to be used for configuration or reconfiguration of network equipment, installation or rearrangement of in-building or outside wiring/cabling nor any other fashion.

Per Memorandum OSP V13-01

The purchase limits on all Microcomputer & Peripheral contracts are being changed to the following limits:

- Servers and Storage (SANs, etc.) per unit/configuration costs should not exceed \$500,000 each
- Desktop per unit/configuration costs should not exceed \$100,000 each
- Printers, of all types, and Monitors per unit/configuration costs should not exceed \$50,000 each
- Peripherals per unit cost should not exceed \$50,000 each

For the purpose of these contracts, "Configuration" is defined as "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."

The limit of \$1,000,000.00 on the total release/purchase order amount issued against these contracts remains in place. Procurements shall not be artificially divided to circumvent the \$1,000,000.00 threshold. Also, these contracts continue to be designated as a Louisiana Pricing Schedule ("LAPS") contract and LAC 34.1.1709 must be followed.

Agencies who have a need to exceed the \$1,000,000.00 threshold may request prior approval from the Office of State Procurement. Blanket approval to exceed the limit will not be granted. The approval will be granted on a case-by-case basis, based on the justification submitted.

We will continue to monitor these contracts to insure that the limits imposed are adhered to. Any violations found, could result in the contract being placed on a probational status, pending possible debarment. Any agency that does not comply with the limits imposed, may be required to secure advance approval from the Office of State Procurement to utilize the contracts.

Instructions for Using the DETEL Website for Contract Pricing

Below is the Louisiana OSP State Contract User Guide for DETEL Microcomputer, Peripherals, Software, and Related Services. Once a Quote is obtained, forward the Quotes to your facility's purchasing office to complete the purchase order process.

Browse our catalog of products at www.detel.com/legal. Request a quote from our quotation department at quotes@detel.com, or contact your dedicated sales representative for product information. Please email your purchase order to poverify@detel.com, or fax your purchase order to 225-952-9432. For any billing questions, please contact Accounts Receivable at accounts.receivable@detel.com.

DETEL State Contract Information:

- ▶ **Authorized Brand Name of Products:** DETEL
- ▶ **Name of Supplier:** DETEL Computer Solutions
- ▶ **Supplier Fein Number:** 72-1487887
- ▶ **Supplier Ordering Address:** 7845 Hwy. 1, Mansura, LA 71350
- ▶ **Supplier Remit-to Address:** 7845 Hwy. 1, Mansura, LA 71350

► **Supplier's Louisiana Contract Team *:**

Management

Brandi Dubea
DETEL Computer Solutions
Email: brandi@detel.com
Office: (225) 952-9430
Fax: (225) 952-9432

Sales

Megan Hymel
DETEL Computer Solutions
Email: megan@detel.com
Office: (225) 952-9430
Fax: (225) 952-9432

Technical Support

DETEL Computer Solutions
EMAIL: service@detel.com
Office: (225) 952-9430
Fax: (225) 952-9432

***Special Note:** Please contact DETEL Customer Solutions directly with all Sales inquiries and/or Technical Support issues.

1-866-DETEL-11 (1-866-338-3511)

Sales: quotes@detel.com

Technical: service@detel.com

► **Delivery, Maintenance, Warranty and Support Plans:**

► All computer systems purchased from DETEL Computer Solutions, LLC are subject to the following guidelines.

- All prices quoted include Delivery, setup and maintenance plans mentioned below, unless mentioned otherwise.
- All workstations receive a 3 Year on site parts and labor warranty unless otherwise noted in pricing or quoted as such.
- Any parts that are replaced prior to the end of the warranty are covered only until the original three years expires.
- All replacement parts carry a 30 day warranty unless otherwise quoted.
- If service on your system is required, we request that you follow certain procedures to enable us to serve you in a timely manner. We have provided you with options in reporting inquiries or service.
- Call our toll-free number at (866) 338-3511 to inquire about sales or report any issues.
- When contacting DETEL Customer Service for service requests, please be prepared to provide the following information to ensure prompt service :
 - Contact Name,
 - Contact Phone Number
 - Company/Organization
 - Parish and/or School District
 - Equipment Type and Brief Description of Problem
 - DETEL Product Serial # (Usually Located on Back of Product)
 - Physical Location of Product(s)/Equipment Causing the Problem

- A technician will be dispatched to your location as soon as possible. If the system is not under a DETEL Computer Solutions warranty, you will be required to provide a purchase order number prior to the scheduling of a service call.

- ▶ **Supplier Contact Email:** Quotes@detel.com

- ▶ **Louisiana Office of State Procurement Website** (Contains General Ordering Instructions) :
<https://www.doa.la.gov/doa/osp/>

- ▶ **Louisiana OSP Catalog Contract Website** (contains general ordering instructions) :
https://wwwcfprd.doa.louisiana.gov/osp/lapac/eCat/dsp_eCatSearchLagov.cfm?ClearVar=1

- ▶ **General Public Home Page:** <http://www.detel.com>

State Procurement Notes:

For those entities for which this is applicable, software orders must be processed in accordance with R.S. 39.199D.