

ENTERPRISE INFRASTRUCTURE FAQs

1. What is the new statewide contract number?
The new contract number is 99999-SPD-SPD0000139.
2. Does the contract replace an existing statewide contract?
Yes, this contract replaces two statewide contracts
 - Servers – SWC90813
 - Storage – 99999-SPD-T20150930
3. Is the contract mandatory or convenience?
 - The new SWC continues to be mandatory for state agencies and universities.
 - The contract is convenience for local government and authorities.
4. Does the contract allow the use of the P-Card?
Yes, however, Dell only allows payment upfront on P-Card purchases.
5. Which suppliers are on the contract?
There are 7 awarded suppliers on the contract:
 - Dell Marketing L.P. (99999-001-SPD0000139-0001)
 - Hewlett-Packard Enterprise (includes Nimble) (99999-001-SPD0000139-0002)
 - Lenovo Global (99999-001-SPD0000139-0003)
 - EMC (99999-001-SPD0000139-0004)
 - NetApp, Inc. (99999-001-SPD0000139-0005)
 - Pure Storage, Inc. (99999-001-SPD0000139-0006)
 - Paramount Software Solutions, Inc. (99999-001-SPD0000139-0007)
6. What products and services are available under this contract?
The following products and services are available.
 - **Advanced Array Storage (AAS)** covers emerging technologies that include configurations of a few servers up to hundreds with the ability to process large amounts of data quickly.
 - **Blade** is a server chassis housing multiple thin, modular electronic circuit boards, known as server blades. Each blade is a server in its own right, often dedicated to a single application. The blades are literally servers on a card, containing processors, memory, integrated network controllers, an optional Fiber Channel host bus adaptor (HBA) and other input/output (IO) ports.
 - **Direct Attached Storage (DAS)** are individual disk drives in a server. A typical DAS system is made of a data storage device such as individual disk drives connected directly to a computer through a host bus adapter (HBA)
 - **Fibre Channel Storage (FCS)** is a high-speed networking technology primarily used for transmitting data among data centers, computer servers, switches and storage.
 - **Internet Small Computer System Interface (iSCSI)** is an IP-based standard for linking data storage devices over a network and transferring data by carrying SCSI commands over IP networks.
 - **Network Access Storage (NAS)** is a scalable storage device connected to a network that allows storage and retrieval of data from a centralized location for authorized network users and heterogeneous clients.

- **Redundant Array of Independent Disks (RAID)** allows data to be mirrored on one or more disks in the same array, so that if one disk fails, the data is preserved. Thanks to a technique known as striping (a technique for spreading data over multiple disk drives), RAID also offers the option of reading or writing to more than one disk at the same time in order to improve performance.
 - **Rackmount** is a mounted server(s) utilizing SAS (Serial Attached Small Computer System Interface) or SATA (Serial Advanced Technology Attachment). They function more like PCs.
 - **Post Warranty Maintenance** provides support services for servers and storage no longer covered by a warranty.
7. Can the awarded suppliers supply product within each category or are they restricted to only supply products and services in certain categories?
They are restricted to selling products in their awarded categories as follows.
- **SERVERS**
 - A. Dell
 - B. Hewlett-Packard Enterprise
 - C. Lenovo Global
 - **STORAGE**
 - A. Dell
 - B. EMC
 - C. Hewlett-Packard Enterprise
 - D. Lenovo Global
 - E. NetApp
 - F. Pure Storage
 - **POST WARRANTY MAINTENANCE**
 - A. Hewlett-Packard
 - B. Paramount
8. What is offered under the new statewide contract?
There are 3 options available:
- **Equipment:** Purchases of equipment and accessories are available in each of the categories
 - **Maintenance Only:** Service plans that include break/fix and routine/preventive maintenance for equipment no longer under warranty
 - **Professional Services:** Available at an hourly rate
9. Are the professional services limited?
No, the professional services are not limited on the new SWC. However, it is recommended that scope of work agreements with milestones are utilized for any projects or lengthy engagements.
10. What is the pricing structure for this contract?
The state has negotiated a MINIMUM discount percentage off the manufacturer's suggested retail price (MSRP). Authorized users of the contract can request/negotiate deeper discounts.
11. What else should I know about the offered discounts?
- Dell has elected to sell 11 models with 16 specific configurations that Georgia government purchases the most
 - The details of the models and configurations can be found on TGM.

- Contractually, Dell has the option to sell any server and storage device in their catalog, as long as the final price(s) reflects the contractual discount(s).
- If your customer requires an alternate configuration of one of the 11 models, the device can be purchased at the deep contract discount and altered/updated post acquisition, in accordance with warranty provisions.

12. How can I order products and/or services on this contract?

All orders must be initiated by phoning or emailing the Supplier on the contract or the Suppliers named reseller(s). A quote will be provided for inclusion and reference in the ordering process. The quote and purchase instrument **must** reference the SWC number.

13. Are there any minimum order quantities or delivery charges?

No. There are no minimum order quantities and no shipping or delivery charges. The contract does not allow for extra charges related to delivery because of distance.

14. Where can I find the resellers on this statewide contract?

Each supplier's reseller list can be found in Team Georgia Marketplace on their contract profile page.

15. Is there an option to lease equipment on this SWC?

No, this SWC doesn't have lease options.

16. Is cloud available on the SWC?

Yes, cloud servers and storage services are available on the new SWC. To learn more about cloud computing, contact the Issuing Officer, Tetchjan Simpson at tetchjan.simpson@doas.ga.gov.

17. Are Nimble products included in the new SWC?

Yes, Hewlett-Packard Enterprise acquired Nimble and now sells Nimble products under the new SWC.

18. Can Purchase Order or quote terms and conditions override the statewide contract terms and conditions?

No, the contract terms and conditions supersede any additional terms and conditions. Hyperlinks are also considered additional terms and conditions and are not accepted under this statewide contract. See Section **L, Contract Administration**, of the statewide contract for the specific *Order of Preference*.