

## Hardware 2012 Master Contract Project No. 060B2490022

FASTech Inc., was awarded the State of Maryland Commercial Hardware 2012 Master Contract 15YR Contract. This contract enables FASTech to provide Maryland state agencies a source for procurement of servers, printers and Network Communications Equipment as well a wide range of installation and training services and warranty support.

### **Background:**

The Department of Budget and Management (DBM) has created this contract vehicle to provide State agencies with a wide selection of Master Contractors who offer an extensive variety of IT hardware. State agencies will obtain hardware, installation, training services and manufacturer's extended warranty efficiently by issuing PORFPs specific to each agency's needs. This contracting vehicle is also available to local and county Maryland government jurisdictions.

### **Contract Period:**

11/15/2012 – 11/14/2027

### **Who Can Order:**

State agencies, county, municipal, and other non-state governments or agencies may purchase from the Master Contractor goods or services covered by this Contract at the same prices chargeable to the State.

### **How to Order:**

Your dedicated sales team can be reached as follows:

Chae Chong

Program Manager

Tel: 301-931-2001 x377

Fax: 301-931-2005

Email: [cchong@fastechinc.com](mailto:cchong@fastechinc.com)

Under the terms of its Master Contractor agreement, FASTech is qualified to provide services and products in three functional areas described below:

## Hardware 2012 Master Contract: Functional Areas

### **Functional Area I - Servers and Associated Peripherals**

Includes brand or generic name equipment but not limited to:

- Servers
- Assorted related accessories
- Storage units

- Peripherals

This equipment also includes associated hardware and operating system software that may allow the operation of the product as a stand-alone unit, a networked unit in a local area network (LAN), a networked unit in a wide area network (WAN), wireless applications or any combination of the four.

**Please note: Desk, laptop and ruggedized computers are excluded from the Hardware 2012 Master Contract.**

#### **Functional Area II - Printers and Associated Peripherals**

Includes brand or generic name equipment but not limited to:

- A single or multi-functional printer,
- Print drivers that may allow the operation as a stand-alone unit to a microcomputer,
- A networked unit in a local area network (LAN),
- A networked unit in a wide area network (WAN),
- Wireless applications or any combination of the above

This equipment also includes associated hardware and operating system software that is manufacturer installed or manufacturer required.

**Please note: Printer Cartridges are excluded from the Hardware 2012 Master Contract. Please follow DGS guidelines for purchasing ink.**

#### **Functional Area III - Network Communications Equipment**

Data-centric communications equipment that includes but is not limited to:

- Routers
- Gateways
- Switches
- Bridges
- Repeaters
- Multiplexors
- Remote access devices
- Firewalls
- Appliances
- DSU/CSUs
- Intrusion detection systems
- Content switching
- Load balancing, intelligent traffic management DNS devices
- Network performance devices
- Console management and switching devices

This equipment also includes associated hardware and operating system software that is manufacturer installed or manufacturer required.

#### **Functional Area IV - Installation and Training Services**

NOTE: If proposing Functional Area IV, Offerors must also propose the corresponding equipment in Functional Area I, II, and or III.

Installation and/or Training services may only be purchased when purchasing Hardware under functional Areas I, II, or III. Functional Area IV services may not be purchased alone. In addition, Functional Area IV services may not exceed 49% of the total value of the PORFP. Hardware purchases acquired through other State contracts requiring Installation services must be provided via a separate vehicle such as Maryland's Consulting and Technical Services (CATS) contract or a stand-alone procurement.

**Installation Services** will be defined at the PORFP level. Installation Services may include, but are not limited to:

- The installation of the Hardware with the configuration necessary to ensure that the Hardware operates properly in the Requesting Agency's environment.
- The installation of equipment that requires product specific technical expertise, especially for integration involving complex network systems or new technologies. These services typically include: network and traffic engineering, capacity planning, configuration and customization of the equipment.
- The preloading of agency software.

**Training Services** may only be purchased contemporaneously with the original purchase of the Hardware or with the purchase of Manufacturer's Extended Warranty and shall include, but is not limited to:

- Formal on-site or off-site training that is planned in advance and that has a defined curriculum;
- Computer-based training that includes software that provides interactive, self-paced training at your desktop, workstation, or laptop computer; and
- Web-based training that provides courses or classes that are accessible via an internal Intranet or the Internet.

#### **Functional Area V - Manufacturer's Extended Warranty**

Manufacturer's Extended Warranty Service may be purchased in conjunction with or separately from functional Areas I, II and III, at any time. Only Master Contractors authorized by the Manufacturer or Distributor of the Hardware may provide Manufacturer's Warranty Services. Manufacturer's Warranty Service shall include, but is not limited to:

- Electronic media and consulting services, upgrades and enhancements for technology advancements, improved functionality, and compatibility with new industry standards;
- Direct access to experienced consultants of the Hardware;
- Flexible service options including telephone or e-mail support;
- Timely problem resolution of reported discrepancies;
- Remote technical support;

- Online self-help functions;
- On site warranty

Any warranty period for equipment and services will not commence until acceptance of the equipment or services by the requesting agency. All defective items must be replaced at no additional cost to the State. If the products were provided without the Installation terms, the contractor is responsible for the installation of the replacement equipment as defined in the PORFP. If the products were provided without installation, the contractor, at its option and at no additional cost to the State, may provide on-site service or next-day drop ship replacements for the Agency to install.