**Contract Instructions**

**Contracts for IT Security Related Products**

1. Go to <http://purchasing.idaho.gov/statewide_contracts.html>

2. Scroll to Security-Related Products.

3. See the PowerPoint in the “IT Security Related Products Breakout” link for:

i. A list of Contractors and Contract Numbers along with the Software Publishers under each of those Contracts.

ii. Contractor contact information is shown on the last slide.

4. **IMPORTANT(!):** There have been multiple awards made relating to several Publishers (see the first three (3) slides in the PowerPoint in the “IT Security Related Products Breakout” link).

i. For each of those instances in which there has been a multiple award, agencies **MUST** **follow I.C. § 67-9211(3)** when making decisions as to what to purchase.

5. See the “Pricing – All Contracts” link in the Contract Description column. There is one link showing the pricing for all Contracts.

6. Agencies should review the ITB that is included in each of the SBPO links in the Contract column to become familiar with what are now each Contract’s requirements, particularly regarding:

i. Section 8.3, Maintenance and Technical Support Services (section 7.3 for SBPO172000373).

ii. Sections 13.2 and 13.3 regarding payments & invoicing, and delivery (section 12.2 and 12.3 for SBPO172000373).

iii. **IMPORTANT(!):** See section 13.12 (section 12.12 for SBPO172000373). Your agency will likely be required to accept “shrink-wrap” or “click-wrap” licenses. It is up to your agency to enforce the requirements of section 13.12 in this regard.

iv. **IMPORTANT(!):** Note the limitation on the purchase of SAAS products in section 13.13 (section 12.13 for SBPO172000373), and note that It is up to your agency to ensure that your data is protected properly where it relates to SAAS products.

v. **IMPORTANT(!):** Note the limitation in section 15 (section 14 for SBPO172000373), Licensing, Service Level Agreement and Maintenance Agreement Limitation.

vi. Note also the definitions in Appendix A, in particular the definitions given for Post-Sales Installation Support and pre-sales engineering\*.

\* The only services covered under the IT Security Related Products contracts are those listed below:

## “8.3        Maintenance and Technical Support Services

**8.3.1** Under the resulting Contract the Contractor shall provide Maintenance and Technical Support services.  These services shall be provided to any ordering State agency or governmental entity regardless of their physical location within the State.

Maintenance means those preventive, diagnostic, updating, replacement, and repair procedures that a State agency or organization has in place. Maintenance can be provided either by persons who are employed by the State or through an outsourced contract. It includes documenting maintenance activities for applications or equipment. Specific maintenance items might include, but are not limited to:

•             Periodic replacement of parts and renewal of consumable supplies;

•             Repair or replacement of faulty components;

•             Periodic inspection and cleaning of equipment;

•             Updating or upgrading hardware and software, including installing new operating system versions;

•             Monitoring the condition and functionality of networks and equipment, including testing web site accesses and links; and

•             Installing and removing equipment and applications.

Technical Support refers to actions taken on behalf of agencies or organizations rather than to actions taken on equipment and systems. Support denotes activities that keep information asset users working or help users improve the ways they work. Included under support might be such items as:

•             Help desks and other forms of putting a person in touch with another person to resolve a problem or provide advice;

•             Automated information systems, such as searchable frequently-asked-question (FAQ) databases or newsletters;

•             Initial training and familiarization tours for equipment and software, whether automated or conducted by a human;

•             Instructional and curriculum integration support; and

•             Technology integration support for information assets, usually conducted through specialized consultants or software/systems vendors.

As with maintenance, support can be delivered through a variety of mechanisms, including in-house technology specialists or outsourced contracts.”

“**8.1.3** Pre-sales engineering and post-sales installation support at no additional charge.”

“**Pre-sales engineering** - While this is not a capitalized term in this ITB, save for in this Appendix, pre-sales engineering shall mean the following: Discovery, analysis, and definition of an agency’s requirements to determine what solution and design are best for their environment.”

“**Post-Sales Installation Support** – While this is not a capitalized term in this ITB, save for in this Appendix, post-sales installation support shall mean the following:

•     Assisting IT staff with installing\* the equipment or Software to the point that the IT management accepts the installation (\* installation of equipment shall include, at a minimum, assisting IT staff with placing equipment on a rack, powering on the equipment, ensuring any administrator interface is functioning properly and providing an IT staff member with any necessary administrator accounts);

•     Or, if requested by an agency, training identified IT staff on how to install equipment or Software, with as-needed phone support, to the point that IT management accepts the installation.

•     Post-sales installation support does not include creating the project plan or configuring the solution, but the agency IT staff should be left with an understanding of how to configure it for their agency.”