
Memorandum

To: ITS Customers requesting the IT Hardware Express Products List (EPL) 3658

From: Craig P. Orgeron, Ph.D.

Date: July 13, 2011 (*Updated November 6, 2014*)

Re: Instructions for Use: IT Hardware EPL 3658

1. Introduction

1.1 *Scope*

The IT Hardware EPL 3658 includes products as well as related installation services for the acquisition of the following hardware categories: desktop and mobile-based computers, engineering and GIS-level workstations, desktop monitors, printers/scanners, large format printers and plotters/scanners, projectors, interactive devices such as whiteboards, large displays, servers, storage, UPS devices, racks, switches, wireless components, thin client systems, video conferencing equipment, audio visual components, and related accessories.

1.2 *EPL Effective Dates*

IT Hardware EPL will be valid from July 1, 2011 through June 30, 2014. Please note that the primary term of this EPL will be three years. **This EPL has been extended until the publication of IT Hardware EPL 3760.**

1.3 *Who May Use*

This EPL may be used by Mississippi agencies, universities, community/junior colleges and governing authorities (cities, counties, school districts, etc). ITS EPLs are multi-vendor awards that meet Mississippi requirements for legal purchases.

1.4 *Dollar Limitations of Use*

1.4.1 The purchase limit is \$200,000 per project per fiscal year (July – June) for the use of the IT Hardware EPL without additional approval from ITS.

- 1.4.2 **For purchases over \$50,000, the customer must obtain quotations from two or more EPL sellers.**
- 1.4.3 For K-12 Schools, the dollar limitation is interpreted by ITS to be \$200,000 per project per school or campus per fiscal year with a maximum dollar limitation of \$1,000,000 per school district per fiscal year for a project that spans multiple schools within the district.
- 1.4.4 Projects costing in excess of \$200,000 are beyond the scope of this delegated process and subject to full ITS review and authorization. Authorization to exceed the EPL dollar limitation is described in the ITS Procurement Handbook under the **EPL Planned Purchase** process, article 013-080.
<http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView>
- 1.5 This list is governed under Procurement Instruments: Express Products Lists (EPLs) in the ITS Procurement Handbook. The EPL is not to be confused with state contracts issued by Department of Finance and Administration, Office of Purchasing and Travel (DFA-OPT).

2. **Changes to Note**

- 2.1 The IT Hardware EPL replaces two previous ITS EPLs: the Micro EPL 3605 and the Computer Hardware EPL 3630.
- 2.2 The Mobile-based Computers category has been expanded to include the former Netbook category and the iPad-like touch screen devices using Android or other operating systems.

3. **IT Hardware EPL Interactive Data**

- 3.1 ITS uses “Manufacturer Reseller Groups” under which manufacturers propose products with not-to-exceed pricing on behalf of their resellers. The products are based on the categories defined in the “Scope” section above.
- 3.2 Each approved EPL manufacturer creates a special website for the IT Hardware EPL. These sites include products based on the manufacturers’ approved categories, discounted pricing to the State, and links back to the ITS site for the list of approved sellers. Some manufacturer sites also include product literature and enhanced features such as “configurators” and the ability to save a quote or “eQuote.”
- 3.3 The manufacturer’s EPL Website does not have the ability or approval for the customer to place an actual order or payment. These sites are quote tools only and any “shopping cart” features have been tailored to let the customer save a configuration but not to allow the actual online purchase. All purchase orders go to the approved sellers for that manufacturer.
- 3.4 To access the manufacturer websites and seller information, ITS houses the following information on the IT Hardware EPL Interactive website:

- 3.4.1 A page for each manufacturer, including a link to the manufacturer's EPL Website and a list of approved sellers for each manufacturer by product category
- 3.4.2 A page for each seller, including seller's contact information, the manufacturers and categories for which they are approved to sell, approved service rates, and "Place Order To" and "Remit To" information
- 3.4.3 This "Instructions for Use" memorandum, EPL Minimum Specifications, and the EPL Purchase Agreement

4. **EPL Interactive Link and Search Tips**

- 4.1 The ITS IT Hardware EPL Interactive is available at the following link: <http://www.its.ms.gov/EPL/interactive.shtml>
- 4.2 The EPL Interactive will indicate which sellers and manufacturers are approved for each category of product. ITS has not necessarily approved all products made by a particular manufacturer, and some sellers may only be approved for specific categories for that manufacturer.
- 4.3 ITS will NOT maintain an archive of the products proposed on each manufacturer's EPL Website. It is the responsibility of the customer to ensure that the products they are purchasing appear on the manufacturer's approved EPL Website. ITS will maintain an archive of the manufacturers and sellers who are approved to participate on the IT Hardware EPL 3658 in Adobe PDF format at <http://www.its.ms.gov/EPL/interactivearchive.shtml>
- 4.4 The IT Hardware EPL Interactive is searchable by "Category," "Manufacturer," and/or "Seller." Example:
 - 4.4.1 The default opening page is the "Seller/Manufacturer" view with the default set to the list of manufacturers. Currently there is only one EPL in this database so you will only see "3658 - IT Hardware EPL" in the "Select an EPL" pull down.
 - 4.4.2 To see the list of sellers, click the round button in front of "Sellers" and the page will refresh to show the current sellers.

- 4.4.3 You may print multiple sellers or manufacturer pages by selecting the check boxes to the left of each company name prior to clicking “Preview/Print Selected.”

- 4.5 Click on the manufacturer name to access the manufacturer’s EPL Website URL, the list of approved categories for that manufacturer, and the list of approved sellers by category for the manufacturer.

Example:

- 4.6 To find approved products and not-to-exceed pricing for this manufacturer, you would click the link in the grey box: http://www.acer.us/wtb_mc/index.html
- 4.7 Similarly, to see the seller's information, click on the seller's name to access the page containing contact information, the manufacturers and categories for which the seller is approved, approved service rates, and "Place Order To" and "Remit To" information.

Example:

EPL Interactive		ITS Home	Category Search	Seller/Mfg List	Instructions and Archives	EPL Help
View Printable Version						
The purchase limit is \$200,000 per project per fiscal year (July – June) for the use of the IT Hardware EPL without additional approval from ITS. For purchases over \$50,000, the customer MUST obtain quotations from two or more EPL sellers.						
BENCHMARK TECHNOLOGY, INC.						
<i>If you purchase from this Seller, print this page for your purchase file.</i>						
3658 - IT Hardware EPL EPL Expiration Date: June 30, 2014				Value-Added Seller ARRA Participant: YES EPL Contract Number: 39209008-3658		
Click on the following links for additional information:						
3658-INSTRUCTIONS FOR USE		3658-MINIMUM SPECIFICATIONS		3658-EPL PURCHASE AGREEMENT		
Main Sales Contact						
AMY BASS Phone: (601) 485-3893 Fax: (601) 485-3968 abass@benchmarktechnology.net						
Place Order To:				Remit To:		
P.O. BOX 3975 MERIDIAN, MS 39303				P.O. BOX 3975 MERIDIAN, MS 39303 SAAS Code:		
Vendor Service				Cost		
Hourly Rate for Basic Installation Services				\$85.00		
Hourly Rate for Project Manager/Engineer/Advanced Technical				\$165.00		
Hourly Rate for Travel				\$65.00		
Approved Manufacturers for BENCHMARK TECHNOLOGY, INC.						
<i>This seller is only approved for the below EPL manufacturer(s) and within each manufacturer, the product categories shown in parenthesis. Some sellers are not approved for all product categories within a manufacturer's product line.</i>						
ACER AMERICA (01-Desktop-based Computers, 02-Mobile-based Computers, 04-Desktop Monitors, 07-Projectors, 09-Large Displays)						
DAKTECH (01-Desktop-based Computers, 02-Mobile-based Computers, 51-Servers, 52-Storage)						
DELL (01-Desktop-based Computers, 02-Mobile-based Computers, 03-Engineering and GIS-Level Workstations, 04-Desktop Monitors, 05-Printers/Scanners, 07-Projectors, 51-Servers, 52-Storage, 54-Racks, 55-Switches)						
INFOCUS (07-Projectors, 08-Interactive Devices (whiteboards, voting devices, displays))						

- 4.8 To perform a category search, click on "Category Search" in the green tool bar at the top of the EPL Interactive Page.



- 4.9 The categories are not in alphabetical order. The ones that were formally on the Micro start with "01" and the ones formally on the Computer Hardware EPL start with "51." You can search by a combination of "Category," "Manufacturer," and/or "Seller" with sorting by "Manufacturer" or "Seller." You do not have to choose one from each box. For example: If you want to know all sellers who are approved for Dell servers, then select servers from "Category" and Dell from "Manufacturer." Don't make a selection from "Seller Name." Choose your sort type then click "Search."

This screen shot illustrates the query results for the search noted above (Dell Servers sorted by Seller):

Seller	Manufacturer (Categories Approved)
3POINT TECHNOLOGIES	DELL (51-Servers)
BENCHMARK TECHNOLOGY, INC.	DELL (51-Servers)
BUSINESS COMMUNICATIONS, INC.	DELL (51-Servers)
DELL MARKETING, L.P.	DELL (51-Servers)
LOGISTA	DELL (51-Servers)
MAINSTREAM TECHNOLOGIES, INC. DBA STARKVILLE COMPUTERS	DELL (51-Servers)
METRIX SOLUTIONS LLC	DELL (51-Servers)
MICROCOMPUTER SYSTEMS INC.	DELL (51-Servers)
NEXT STEP INNOVATION	DELL (51-Servers)
S.H.O.T.S. COMPUTERS	DELL (51-Servers)
SYNERGETICS DCS, INC	DELL (51-Servers)
VENTURE TECHNOLOGIES	DELL (51-Servers)

This screen shot illustrates the partial query results for which sellers can provide “Desktop-based Computers,” “Desktop Monitors” and “Projectors.” The results are sorted by seller. Note that the search is “OR” based. A seller will be shown if just one of the criteria is met. Examples are Academic Technologies and DakTech. 3Point has the ability to provide all three categories but Academic can only provide the computers and projectors while DakTech can only provide the computers.



Search Results

38 matching sellers were found.

Seller	Manufacturer (Categories Approved)
3POINT TECHNOLOGIES	DELL (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) INFOCUS (07-Projectors)
ACADEMIC TECHNOLOGIES INC.	DAKTECH (01-Desktop-based Computers) HITACHI AMERICA (07-Projectors)
AUDIO VISUAL INNOVATIONS, INC.	EIKI INTERNATIONAL (07-Projectors) INFOCUS (07-Projectors)
BENCHMARK TECHNOLOGY, INC.	ACER AMERICA (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) DAKTECH (01-Desktop-based Computers) DELL (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) INFOCUS (07-Projectors)
BOWIE AUDIO VISUAL	DUKANE (07-Projectors) EIKI INTERNATIONAL (07-Projectors)
BUSINESS COMMUNICATIONS, INC.	DELL (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) INFOCUS (07-Projectors)
CAMCOR, INC.	DUKANE (07-Projectors) EIKI INTERNATIONAL (07-Projectors) INFOCUS (07-Projectors)
CDW GOVERNMENT LLC	ACER AMERICA (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) INFOCUS (07-Projectors)
COMPUTER-INNOVATIONS, INC.	ACER AMERICA (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) INFOCUS (07-Projectors)
CYBER TECHNOLOGY SECURITY	ACER AMERICA (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors) SYSTEMAX (01-Desktop-based Computers)
DAKTECH, INC.	DAKTECH (01-Desktop-based Computers)
DELL MARKETING, L.P.	DELL (01-Desktop-based Computers, 04-Desktop Monitors, 07-Projectors)

- 4.10 Anywhere within the Interactive pages, you can click on the seller name or manufacturer name and access that particular detail page. So if you wanted to order some Dell desktops and monitors with an Infocus projector from 3Point Technologies, you could click on 3Point in the above example and see their detail page. Likewise, if you wanted to see who else sold Dell without doing another search, you could click on Dell under the “Manufacturer” column to see the Dell manufacturer detail page.
- 4.11 The list of approved Manufacturer EPL Websites and associated sellers will be updated during the EPL cycle. To see a list of approved manufacturers or sellers for a particular time period, choose “Instructions and Archives” from the green tool bar at the top of any EPL Interactive page.

5. EPL Best Practices

5.1 Evaluate Your Technical Needs

- 5.1.1 ITS recommends that you contact two or more EPL sellers as you assess your needs. **If the purchase is greater than \$50,000, the customer is required to obtain written quotations from a minimum of two EPL sellers.**
- 5.1.2 Verify the system requirements needed for your purchase. Describe your existing equipment and software to the seller and confirm that it will be compatible with the equipment purchased. Demonstration packages may be available. If you are not familiar with the equipment, ask about this option.
- 5.1.3 Technical Specifications required by ITS are available on the ITS Website. Choose the “Minimum Specifications” link on any manufacturer or seller page. Questions regarding specifications should be directed to the seller or manufacturer providing the item. Many of the Manufacturer EPL Websites include additional product information.
- 5.1.4 Carefully compare any quotation provided by a seller to what is actually on the manufacturer’s EPL Website.
- 5.1.5 Coordinate your purchase in conjunction with other ITS EPLs such as the Cabling EPL, the Microsoft EPL, and the Software EPL for an effective solution.

5.2 *Substitutions*

- 5.2.1 In general, substitutions are not authorized under the IT Hardware EPL 3658.
- 5.2.2 If a product has been discontinued or is not available due to a national constraint, the manufacturer sponsoring the EPL Website should update their website with replacement product.
- 5.2.3 Sellers that are part of the Reseller Group are asked to contact the manufacturer representative for the Reseller Group to report any errors, omissions, or backlogs in distribution and alert the manufacturer regarding the need for updated products and pricing.
- 5.2.4 A substitution will be allowed for certain components or options of a base system as long as the component being substituted from that listed on the manufacturer’s EPL Website is equivalent or better technically and is the same or lower cost as the component being substituted. In no event is there authority to substitute a different product for the base system.
 - 5.2.4.1 *Example of an allowed substitution:* A specific video card or NIC is needed by a customer that is not on the standard base system. The seller can substitute the requested card for the same or lower price.

5.2.4.2 Example of *an allowed substitution*: The manufacturer has a set base product on their EPL Website such as a desktop or notebook. That product is not immediately available to the seller in the distribution channel, but the same base with a higher hard drive or memory is available for immediate delivery. The seller can offer the enhanced system at the same or better cost instead of waiting for production of the original mode.

5.2.5 ITS EPL AUDIT INTEGRITY. It is the responsibility of every customer using the EPL to maintain proper records to reflect that all procurements from the EPL are made in accordance with **ITS** policies and procedures. It is the responsibility of every participating EPL manufacturer and seller to facilitate the customer in this regard. The purchase order must match the product on the approved manufacturer's EPL Website unless there has been a component substitution made in accordance with the published EPL guidelines. The purchase order price may be lower than, but may not exceed the published EPL pricing. In the case of a substitution, the seller must provide a formal written explanation regarding the manner in which the component substitution complied with the corresponding EPL guidelines.

5.2.6 Products or services purchased in conjunction with EPL products that are not specifically described and authorized on the published EPL are "**Non-EPL Items**" and the authority for purchasing such items must come from public purchasing dollar limitations or other procurement tools. An item being substituted through the substitution policy outlined above is still considered an EPL item. Customers must keep a printed copy of the manufacturer's EPL Website page showing the products being purchased as well as the written explanation regarding the substitution. Non-EPL items should be listed as such on the purchase order or the seller's quotation to avoid confusion and for later audit purposes.

5.3 *Negotiate for Best Pricing*

ITS evaluates product offerings to make sure they meet specifications and for cost. EPL customers must still do their own evaluation to support that they are choosing the products and sellers that meet their "**lowest and best**" criteria.

5.3.1 As previously mentioned, ITS recommends that you contact two or more EPL sellers for pricing quotes. **If the purchase is greater than \$50,000, the customer is required to obtain written quotations from two EPL sellers.**

5.3.2 Manufacturers are providing a not-to-exceed price. EPL prices may be lowered by the seller. Check with the EPL sellers before ordering for price changes, quantity discounts, and availability.

5.3.3 EPL prices are based on a quantity of one. Negotiate for lower pricing when ordering multiples.

- 5.3.4 Check the IT Hardware EPL Interactive for any changes to the approved lists for manufacturers and sellers. Check the manufacturer's EPL Website for any product or pricing changes. Be sure to print a copy for your file. These sites may be updated often and ITS is NOT maintaining an archive of manufacturer pricing.
- 5.3.5 *Raised Pricing.* Manufacturers have the ability under this EPL to add, edit, or delete products from their EPL Website at will. Should a manufacturer RAISE a price on a product or any component or accessory of a product, the manufacturer must honor the lower price for thirty (30) days from the time the raised price is posted on the website. Similarly, if the customer has obtained an "eQuote" from the manufacturer's EPL Website, that not-to-exceed price is valid for thirty (30) days.
- 5.3.6 *Educational Pricing.* Some sellers and manufacturers offer an additional discount for Education. Check with your seller and ask for education pricing, if applicable.
- 5.3.7 Other considerations in addition to cost and technical merit may be included as part of your evaluation and should be documented. These might include such factors as value-added qualifications, substantiated product quality, compatibility with existing equipment, past performance, references, manufacturer standards based upon a prior bid, delivery time frame, proximity to the seller's service center, and benefits from acquiring from a single source.

5.4 *Installation, Licensing, Support*

- 5.4.1 *Installation* is available for IT Hardware EPL products from all sellers designated as "Value-Added" and is optionally available from some sellers designated as "Mail-Order." Installation rates are shown on each seller's page in the EPL Interactive.
 - 5.4.1.1 **Hourly Rate for Basic Installation Services**
 - 5.4.1.2 **Hourly Rate for Project Manager/Engineer/Advanced Technician**
 - 5.4.1.3 **Hourly Rate for Travel**
 - 5.4.1.3.1 The travel rate is NOT to be used for warranty work.
 - 5.4.1.3.2 The seller must provide a not-to-exceed estimate of any travel before service is ordered and performed. Travel fees that are negotiated between the seller and the customer should include the following considerations:

5.4.1.3.2.1 Is the estimate for one-way or two-way travel?

5.4.1.3.2.2 Is the estimate per person or per vehicle?

5.4.1.4 Sellers propose hourly rates based upon standard business hours of 8x5, Monday – Friday, excluding holidays. Should customers have needs for after hours services, the seller may optionally charge up to one and one-half (1 ½) times their service rate, provided the seller has supplied a written estimate and advised the customer of the after hours charge.

5.4.2 *Operating Systems.* All Desktop-based and Mobile-based Computers are required to have the Operating System included with the system. However, **Network Operating System** software for the Server is NOT included on the IT Hardware EPL 3658. ITS recommends that you use the Microsoft EPL or our Software EPL 3595 (Novell, IBM, Citrix, and other software) for your purchase.

5.4.3 *Extended Warranties.* Many manufacturers offer warranty upgrades enhancing the base warranty required by ITS. These options should be ordered at the time of product purchase through an approved EPL seller. The minimum base warranty required by ITS for each category is described in the Minimum Specifications. For a full warranty description for each product, check the manufacturer’s EPL Website or with your seller.

5.5 *Contracts*

5.5.1 The IT Hardware EPL has its own contract, the “**Express Products List Purchase Agreement**,” executed by each EPL seller and ITS. A copy of this contract is on the IT Hardware EPL Interactive website. Should your purchase be large or involve special terms, you may wish to negotiate a supplemental contract specific to your situation with the seller at the time of purchase to address any additional concerns not addressed in the EPL Purchase Agreement.

5.5.2 Returning Defective Product to Seller:

5.5.2.1 The EPL Purchase Agreement provides in Articles 7.7 and 7.8 for circumstances when the customer may test and evaluate the purchased product to ensure it is not defective and that it performs to the specifications published in the EPL. Please be aware that the EPL Purchase Agreement does **not** provide for “buyer’s remorse,” where the customer may send back a product because the customer has changed his mind or wants something else. The seller often is not allowed to ship a product back to the manufacturer if it is not defective. This

is particularly true in case of special orders or configurations.

- 5.5.2.2 Please review Articles 7.7 and 7.8 and work with your seller ahead of time to make sure you are ordering equipment that will fit your needs. If the delivered product is defective, you are protected and may return the product if you notified the seller within the ten (10) working day acceptance period. Although some sellers may be able to work with you on a return for non-defective equipment, this is not an EPL requirement. Some sellers may choose to charge the customer a “re-stocking” fee in order to take back unwanted products. The customer assumes responsibility for all “re-stocking” fees in this instance as a condition for using this EPL.

5.6 *Place Your Order*

- 5.6.1 Place IT Hardware EPL orders directly with the approved EPL seller. Please reference RFP Number 3658 – IT HARDWARE EPL on your purchase order together with the seller’s contract number, which appears on the seller’s information page.
- 5.6.2 Confirm all orders with the seller and then issue appropriate purchase orders.
- 5.6.3 Shipping costs for a standard delivery are included as part of the product purchase price published on the manufacturer’s EPL Website. If the delivery is beyond a standard delivery such as “white glove treatment” or because of weight/size, the additional freight/transportation charges may be passed along to the customer and should be line-itemed on the seller’s quotation.

6. **Non-EPL Items**

Items ordered in conjunction with your EPL purchase that are **not** shown as line items on the EPL and are not part of a substitution within the EPL guidelines must be purchased using alternative procurement methods. For example, if non-EPL software is ordered with your desktop, or you upgraded the memory beyond the EPL line items, you may not use the EPL as your authority during an audit for these items. Your authority for purchasing these items would need to be based on other public purchasing mechanisms, with accompanying documentation for your audit trail. We suggest non-EPL items ordered on the same purchase order as EPL items be clearly labeled as such.

7. **American Recovery and Reinvestment Act (ARRA) of 2009**

- 7.1 To the best of our knowledge and current assessment, ITS believes the EPLs are valid purchase instruments for the use of ARRA funds.
- 7.2 We recommend that customers using these instruments for purchases using ARRA funds obtain written quotations from multiple EPL sellers, that the request

for quotations state that ARRA funds will be used for the purchase, and that all quotations be maintained in the purchase file.

7.3 ITS EPLs are established based on sealed proposals submitted by Vendors in response to RFPs advertised in accordance with all state statutory requirements for legal procurements of IT products. The EPL RFPs were advertised both in a newspaper with statewide circulation and on the Mississippi Development Authority (MDA) [Mississippi Procurement Technical Assistance Program](#) website. Advertisements exceeded the minimum timeframes required for ARRA purchases. Proposals received in response to these RFPs were evaluated, awarded, and published for the use of any public entity in the state in accordance with the Instructions for Use published by ITS.

7.4 Each seller’s entry in the IT Hardware EPL Interactive has a field labeled “ARRA Participant” with either a “YES” or “NO” designation. The ARRA “YES” designation connotes that the seller has agreed to work with EPL customers to fulfill purchases that are funded by ARRA. These sellers have signed the EPL Purchase Agreement including an “Addendum 1,” which includes certain terms and conditions pertaining specifically to ARRA purchases. Any seller with a “NO” designation has not agreed to participate in the ARRA program and their EPL Purchase Agreement does not include Addendum 1.

8. **NIGP Codes for MAGIC**

State agency customers will be required to use NIGP codes when purchasing through Mississippi’s Accountability System for Government Information and Collaboration (MAGIC). The following NIGP codes will be used for products purchased using the IT Hardware EPL.

Each reseller group will have its own MAGIC contract number. Contact ITS for additional information for using this EPL in MAGIC. See item 10.1 for contact information.

NIGP Code:	EPL Category:	NIGP Product Description
20453	Desktop-based Computers	Microcomputers, Desktop or Tower-based
20454	Mobile-based Computers	Microcomputers, Handheld, Laptop, and Notebook
20496	Engineering and GIS-Level Workstations	Workstations: SPARC, RISC, etc. (For Use With CAD/CAM, etc.)
20460	<ul style="list-style-type: none"> • Desktop Monitors • Large Displays 	Monitors, Color and Monochrome (CGA, VGA, SVGA, etc.)
20400	<ul style="list-style-type: none"> • Printers/Scanners • Large Format Printers and Scanners/Plotters 	Computer Hardware and Peripherals for Microcomputers

20775	<ul style="list-style-type: none"> Projectors Interactive Devices (whiteboards, voting devices, displays) 	Projection Devices and Accessories: Interactive Conferencing Boards, LCD, Pads, Panels, etc.
20491	Servers	Servers, Microcomputer (Application, Database, File, Mail, Network, Web, etc.)
20689	Storage	Mini & Mainframe Computers, Storage Devices, Electronic
20767	UPS	Power Supplies: Surge Protectors, Uninterruptible Power Supplies, Switches, etc.
20687	<ul style="list-style-type: none"> Racks Switches Wireless Components 	Network Components: Adapter Cards, Bridges, Connectors, Expansion Modules/Ports, Firewall Devices, Hubs, Line Drivers, MSAUs, Routers, Transceivers, etc.
20493	Thin Client Systems	Terminals and CRTs: Data Processing Systems
84056	Video Conferencing Equipment	Teleconference Systems, Audio/Video (To Include Video on Demand Systems)
84055	Audio Visual Components	Switchers, Audio and Video
92031	Hourly Rate for Basic Installation Services	Installation of Computers, Peripherals, and Related Equipment (Including Software)
95877	Hourly Rate for Project Manager/ Engineer/ Advanced Technical	Project Management Services
96182	Hourly Rate for Travel	Transportation Services (Not Otherwise Classified)

9. **What Goes in Your Purchase/Audit File**

Make sure you provide adequate documentation for your file that you followed **EPL Best Practices**. ITS has completed “Step” 1 of the evaluation in compiling this list. It is your responsibility to evaluate and choose the products and services that best meet your needs.

At a minimum include:

- 9.1 A copy of the purchase order
- 9.2 The manufacturer’s page from the ITS “IT Hardware EPL Interactive” website.
- 9.3 The seller’s page from the ITS “IT Hardware EPL Interactive” website. Note that this page also includes the seller’s EPL Contract Number.
- 9.4 A printout from the manufacturer’s EPL Website showing the product and pricing of the purchased EPL item(s). If the manufacturer has a “Configurator” that lets the customer select options for the product, then print out the configuration or the eQuote generated by the configurator.

- 9.5 ITS will NOT keep a copy of each manufacturer's price list or website products. These websites may change daily and it is imperative that the customer print and keep a copy of the EPL products being purchased from the manufacturer site.
- 9.6 If the seller has provided the customer with a tailored quote showing quantities or additional discounts, keep this quote in your project file.
- 9.7 A written explanation from the seller for any purchase involving a substitution. The seller must provide you with a formal written explanation regarding the manner in which the substitution complied with the EPL substitution guidelines as described earlier in this document.
- 9.8 Any additional project-related documentation or justification.

10. **To Report Problems or Request Assistance**

- 10.1 If you have any feedback that may help us to improve this process or if you have any problems with your EPL order, please let ITS know. We suggest you notify the seller of the problem in writing and send a copy to ITS. You may contact us in writing by one of the following ways:
 - 10.1.1 e-mail: isshelp@its.ms.gov
 - 10.1.2 FAX : (601) 713-6380
 - 10.1.3 Mail: ITS, 3771 Eastwood Drive, Jackson, MS 39211
- 10.2 If you have questions about using the EPL, please contact the **Procurement Help Desk at (601) 432-8166.**
- 10.3 ITS is also available to host a "mini-class" on how to use our EPLs at a customer's request. Please contact the Procurement Help Desk if interested.

Copies of this document are available on the Internet at <http://www.its.ms.gov>.