

Memorandum

To: ITS Customers requesting the Two-Way Radio Express Products List

From: David L. Litchliter

Date: May 4, 2011

Re: Instructions for Use for the Two-Way Radio Express Products List (EPL 3657)

1. Introduction

1.1 *Scope*

The Two-Way Radio EPL includes products as well as related installation services for the acquisition of two-way radios. Clients may acquire radios, radio accessories and installation services from Two-Way Radio EPL 3657.

1.2 *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.

1.3 *Dollar Limitations of Use*

1.3.1 The purchase limit is \$200,000 per project per fiscal year (July – June) without additional approval from ITS.

1.3.2 For purchases over \$50,000, the customer MUST obtain quotations from two or more EPL sellers.

1.3.3 For any acquisition that results in an expenditure over \$100,000 in a fiscal year, the customer MUST also receive written approval from the Wireless Communication Commission.

1.3.4 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>

1.4 *Two-Way Radio EPL 3657 Effective Dates*

May 1, 2011 – April 30, 2014.

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 for RFP #3657**

2.1 Product and pricing information will be housed on individual “Manufacturer Mississippi EPL Websites.” ITS will no longer keep the product and pricing information as part of the “Two-Way Radio EPL Interactive” database that resides on ITS’ website.

2.2 The Two-Way Radio EPL Interactive data housed on the ITS website will include:

2.2.1 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

2.2.2 A page for each seller, including seller’s contact information, the manufacturers and categories for which they are approved to sell, approved service rates, ‘place order to’ and ‘remit’ information

2.2.3 This “Instructions for Use” Memorandum and EPL Minimum Specifications

2.3 Each approved EPL Manufacturer houses their product descriptions, 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.”

2.4 The Manufacturer EPL Websites do 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.

- 2.5 In previous EPL Cycles, each product had a unique “EPL Product Reference Number.” Two-Way Radio EPL 3657 does not have similar product numbers. Customers must print the approved product from the Manufacturer EPL Website and keep a copy in the audit file.
- 2.6 There is no “Additional Authority Delegated to Customer on Certain Items” that had been granted during previous Two-Way Radio EPL cycles for items. Items should either be approved items on the Manufacturer’s EPL Website or should be treated as “Non-EPL Items.”

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

- 3.1 The ITS Two-Way Radio EPL Interactive is available at the following link:
<http://www.its.ms.gov/EPL/interactive.shtml>
- 3.2 ITS uses “Manufacturer Reseller Groups” under which manufacturers provide the not-to-exceed pricing and model numbers on behalf of their Sellers.
- 3.3 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 a subset of that manufacturer’s products.
- 3.4 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 and to print those EPL pages for your audit file. ITS will maintain an archive of the Manufacturers and Sellers approved to participate on the Two-Way Radio EPL 3657 in Adobe PDF format version. Go to <http://www.its.ms.gov/EPL/interactivearchive.shtml>
- 3.5 Customers can search the Two-Way Radio EPL Interactive by “Category”, “Manufacturer” or “Seller.” Example:
- 3.5.1 The default opening page is the “Seller/Manufacturer” screen. You can view the list of sellers in a sponsored manufacturer reseller group by selecting the button for sellers.
- 3.5.2 You can choose to search by Seller or by Manufacturer. 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.”

Seller/Manufacturer Search

ITS is continuing the use of "Manufacturer Reseller Groups." Manufacturers provide "not-to-exceed" pricing and model numbers on behalf of their resellers and are required to maintain a special EPL Website that shows the approved products. Each Manufacturer's EPL Website has a link to contact the approved sellers for that group. ITS encourages you to work with two or more vendors as you make your decisions. **Remember, the manufacturer proposed a "not-to-exceed" price and many of the sellers may be able to offer you discounts from that price.**



Select an EPL: ▼

Sellers Manufacturers

When printing the report, separate each record by the following type of break: page line

- DANIELS ELECTRONICS
- EF JOHNSON
- HARRIS
- ICOM AMERICA
- KENWOOD
- MIDLAND RADIO
- MOTOROLA SOLUTIONS
- PYRAMID
- RAYTHEON-JPS COMMUNICATIONS
- RELM WIRELESS
- TELEX
- VERTEX
- ZETRON

3.6 Customer can click the Manufacturer name to get to a screen with the Manufacturer's URL link to their special Manufacturer EPL Website, the list of approved categories for that Manufacturer, and the list of approved sellers by category for the Manufacturer. Example:

[View Printable Version](#)

The purchase limit is \$200,000 per fiscal year (July – June) for the Two-Way Radio EPL without additional approval from ITS. For purchases over \$50,000, the customer MUST obtain quotations from two or more EPL sellers. For any acquisition that result in an expenditure over \$100,000 in a fiscal year, the customer MUST also receive written approval from the Wireless Communications Commission (WCC)

KENWOOD Reseller Group

If you purchase this Manufacturer's product, print this page for your purchase file.

3657 - Two-Way Radio EPL

EPL Expiration Date: April 30, 2014

To obtain a list of available products for this manufacturer, please visit the following website:

<http://www.secomwireless.com/eplhome.html>

Click on the following links for additional information:

[3657-INSTRUCTIONS FOR USE](#)

[3657-MINIMUM SPECIFICATIONS](#)

Approved Categories for Two-Way Radio EPL for KENWOOD

01 - Radios

02 - Radio Accessories

Approved Sellers for KENWOOD

This manufacturer is only approved for the below EPL sellers(s) and within each seller, the product categories shown in parenthesis. Some sellers are not approved for all product categories within a manufacturer's product line.

CENTRAL MISSISSIPPI COMMUNICATIONS (01 - Radios, 02 - Radio Accessories)

HURRICANE ELECTRONICS, INC. (01 - Radios, 02 - Radio Accessories)

INTEGRATED COMMUNICATIONS, INC. (01 - Radios, 02 - Radio Accessories)

J & R COMMUNICATIONS & ELECTRONICS, LLC (01 - Radios, 02 - Radio Accessories)

LEFLORE COMMUNICATIONS, INC. (01 - Radios, 02 - Radio Accessories)

PRECISION COMMUNICATIONS, INC. (01 - Radios, 02 - Radio Accessories)

SHANK COMMUNICATIONS CO. INC. (01 - Radios, 02 - Radio Accessories)

TELETec COMMUNICATIONS LLC (01 - Radios, 02 - Radio Accessories)

* Mail-Order Only

3.7 To find approved products and not-to-exceed pricing for this Manufacturer, Customer would click the link in the grey box:
<http://www.secomwireless.com/eplhome.html>

3.8 Customer can click the Seller name to get to a screen with the seller's contact information, the manufacturers and categories for which they are approved to sell, approved service rates, 'place order to' and 'remit' information.
 Example:

questions from one or more EPL Sellers.

SHANK COMMUNICATIONS CO. INC.

If you purchase from this Seller, print this page for your purchase file.

3657 - Two-Way Radio EPL EPL Expiration Date: April 30, 2014	Value-Added Seller ARRA Participant: NO EPL Contract Number: 38862022-3657
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Click on the following links for additional information:
[3657-INSTRUCTIONS FOR USE](#) [3657-MINIMUM SPECIFICATIONS](#)

Main Sales Contact	
CLAY SHANK Phone: (601) 355-5023 Fax: (601) 355-5050 clay@shankcomm.com	
Back-up Sales Contact 1	
GLENDA TEASLEY Phone: (601) 355-5023 Fax: (601) 355-5050 glenda@shankcomm.com	
Place Order To:	Remit To:
105 EAST PORTER ST JACKSON, MS 39201	105 EAST PORTER ST JACKSON, MS 39201 SAAS Code:V0000526450
Vendor Service	Cost
Hourly Rate for Basic Installation Services	\$75.00
Hourly Rate for Project Manager/Engineer/Advanced Technical	\$100.00
Hourly Rate for Travel	\$75.00
Approved Manufacturers for SHANK COMMUNICATIONS CO. 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>	
KENWOOD (01 - Radios, 02 - Radio Accessories) MOTOROLA SOLUTIONS (01 - Radios, 02 - Radio Accessories) PYRAMID (01 - Radios, 02 - Radio Accessories)	

3.9 Customers can search the Two-Way Radio EPL Interactive by “Category”, “Manufacturer” or “Seller.” Click on “Category Search” in the green tool bar at the top of the EPL Interactive Page.



3.10 This screen illustrates the query return for “radios.”

Search Results

14 matching manufacturers were found.

Manufacturer	Seller (Categories Approved)
DANIELS ELECTRONICS	OZBORN COMMUNICATIONS, LLC (01 - Radios) TELETEC COMMUNICATIONS LLC (01 - Radios)
EF JOHNSON	E.F. JOHNSON COMPANY (01 - Radios) HURRICANE ELECTRONICS, INC. (01 - Radios) NORTHSTAR WIRELESS, LLC (01 - Radios) OZBORN COMMUNICATIONS, LLC (01 - Radios) PRECISION COMMUNICATIONS, INC. (01 - Radios)
HARRIS	BOB'S MOBILE RADIO (01 - Radios) HARRIS CORPORATION, RF COMMUNICATIONS DIVISION (01 - Radios) HURRICANE ELECTRONICS, INC. (01 - Radios) NORTHSTAR WIRELESS, LLC (01 - Radios) PRECISION COMMUNICATIONS, INC. (01 - Radios)
ICOM AMERICA	HURRICANE ELECTRONICS, INC. (01 - Radios) ICOM AMERICA, INC. (01 - Radios) INTEGRATED COMMUNICATIONS, INC. (01 - Radios) OZBORN COMMUNICATIONS, LLC (01 - Radios) PRECISION COMMUNICATIONS, INC. (01 - Radios)
KENWOOD	CENTRAL MISSISSIPPI COMMUNICATIONS (01 - Radios) HURRICANE ELECTRONICS, INC. (01 - Radios) INTEGRATED COMMUNICATIONS, INC. (01 - Radios) J & R COMMUNICATIONS & ELECTRONICS, LLC (01 - Radios) LEFLORE COMMUNICATIONS, INC. (01 - Radios) PRECISION COMMUNICATIONS, INC. (01 - Radios) SHANK COMMUNICATIONS CO. INC. (01 - Radios) TELETEC COMMUNICATIONS LLC (01 - Radios)
MIDLAND RADIO	HURRICANE ELECTRONICS, INC. (01 - Radios) J & R COMMUNICATIONS & ELECTRONICS, LLC (01 - Radios) MIDLAND RADIO CORPORATION (01 - Radios) PRECISION COMMUNICATIONS, INC. (01 - Radios)
MOTOROLA SOLUTIONS	BROWN'S COMMUNICATIONS INC (01 - Radios) COMMUNICATIONS SPECIALISTS INC (01 - Radios) COMSOUTH, INC (01 - Radios) INTEGRATED COMMUNICATIONS, INC. (01 - Radios) JACKSON COMMUNICATIONS, INC (01 - Radios) MOTOROLA SOLUTIONS (01 - Radios) SHANK COMMUNICATIONS CO. INC. (01 - Radios)

3.11 From the Category Search Screen, you can click on the Manufacturer name to get to their Manufacturer detail page or you can click on the Seller name to get to their Seller detail page.

- 3.12 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 an EPL Interactive page.

4. **EPL Best Practices**

4.1 *Evaluate Your Technical Needs*

- 4.1.1 ITS recommends that you contact two or more EPL Sellers as you assess your needs. Seller contact information may be accessed by choosing ‘Seller/Mfg List’ from the Two-Way Radio EPL Interactive.
- 4.1.2 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.
- 4.1.3 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 about their products.

4.2 *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.

- 4.2.1 ITS recommends that you contact two or more EPL sellers for pricing quotes. Seller contact information may be accessed by choosing ‘Seller/Mfg List’ from the Two-Way Radio EPL Interactive. If the purchase is greater than \$50,000, the customer is required to get written quotations from two EPL sellers.
- 4.2.2 Remember EPL prices may be lowered by the seller. Since manufacturer prices may decrease, you should check with the EPL sellers before ordering for price changes, quantity discounts, and availability.
- 4.2.3 EPL prices are based on a quantity of one. Negotiate for lower pricing when ordering multiples.

- 4.2.4 Carefully compare any quotation provided by a seller to what is actually on the Manufacturer's EPL Website.
- 4.2.5 Check the Two-Way Radio EPL Interactive for any changes to the approved lists for Manufacturers and Sellers. Check the Manufacturer EPL Websites for any product or pricing changes. Be sure to print a copy for your file. These sites will be updated often.
- 4.2.6 *Raised Pricing.* Manufacturers have the ability under EPL 3657 to add, edit or delete products from their special Mississippi EPL Website at will. Should a Manufacturer RAISE a price on a system or any component or accessory of a system, 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.
- 4.2.7 Other considerations in addition to cost and technical merit may be included as part of your evaluation and should be documented. These might included such factors as value-added qualifications, substantiated product quality, compatibility with existing equipment, past performance, references, manufacturer standards based upon a prior bid, delivery timeframe, proximity to Seller's service center, and benefits from acquiring from a single source.

4.3 *Substitutions*

- 4.3.1 In general, substitutions are not authorized under RFP 3657.
- 4.3.2 If a product has been discontinued or is not available due to a national constraint, the Manufacturer that is sponsoring the EPL Website should update their website with replacement product.
- 4.3.3 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.
- 4.3.4 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 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.
 - 4.3.4.1 *Example of an allowed substitution:* A specific microphone or belt clip needed by a customer

that is not on the standard base system. The seller can make a substitution for the same price or lower.

4.3.4.2 *Example of an allowed substitution:* The manufacturer has a set base product on their EPL Website such as a single band P25 mobile radio. That product is not immediately available to the reseller in the distribution channel, but the same base radio with a multi-band is available for immediate delivery. The reseller can offer the enhanced system at the same or better cost instead of waiting for production of the original model.

4.3.5 **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 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.

4.3.6 **NON-EPL ITEMS.** 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. Customer must keep a printed copy of the Manufacturer 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 Seller quotation to avoid confusion and for later audit purposes.

4.4 *Installation and Support*

4.4.1 *Installation* is available for Two-Way Radio 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.

4.4.1.1 *Hourly Rate for Basic Installation Services*

4.4.1.2 *Hourly Rate for Project Manager/Engineer/Advanced Technician .*

4.4.1.3 *Hourly Rate for Travel*

4.4.1.3.1 The travel rate is NOT to be used for warranty work.

4.4.1.3.2 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 Customer should include the following considerations:

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

4.4.1.3.2.2 Is the estimate per person or per vehicle?

4.4.1.4 Sellers propose hourly rates based upon standard business hours of 8 x 5, Monday – Friday, excluding holidays. Should customers have needs for after hours services, Seller may optionally charge up to one and one-half (1½) times their service rate, provided Seller has supplied a written estimate and advised the Customer of the after hours charge.

4.4.2 *Extended Warranties.* Many Manufacturers offer warranty upgrades enhancing the base warranty required by ITS. These are shown as Warranty Options for each product and should be ordered at the time of product purchase through an approved EPL seller. The minimum base system warranty required by ITS 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. Place Your Order

5.1 Place Two-Way Radio EPL orders directly with the approved EPL Seller. Please reference RFP Number 3657 –TWO-WAY RADIO EPL on your

purchase order together with the Seller's contract number, which appears on the seller's information page. For example:

5.1.1 The Seller number for Jackson Communications, Inc. is **38862012-3657** for the Two-Way Radio EPL.

5.2 Confirm all orders with the Seller and then issue appropriate purchase orders.

5.3 Shipping costs for a standard delivery are included as part of the product purchase price published on the Manufacturer 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. **American Recovery and Reinvestment Act (ARRA) of 2009**

6.1 While ARRA requirements are still evolving and some current EPLs were established prior to the establishment of federal rules concerning the use of ARRA funds, to the best of our knowledge and current assessment, ITS believes the EPLs are valid purchase instruments for the use of ARRA funds.

6.2 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.

6.3 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. **Delegation of Authority to Purchase Two-Way Radio Products and Services**

7.1 **Wireless Communication Commission (WCC)**
Senate Bill 2514, 2005 Regular Session, established the Mississippi Wireless Communication Commission to ensure critical personnel have effective communications services available in emergency situations. The enabling legislation specifically directs the Commission to implement a statewide wireless communications system for state and local governments that enables interoperability between various wireless communications technologies. The Commission is further tasked with the responsibility for approving all wireless

communication purchases within the state and for setting forth rules and regulations governing these purchases.

- 7.2 Dollar Limits. The WCC has delegated the purchase approval of wireless products lifecycle cost within certain ranges and has further established an approval process for procurements above these levels. All government entities in the state are under the WCC purview, both state and local.
 - 7.2.1 Lifecycle cost < or = \$100,000; no WCC review required. Normal public purchasing guidelines followed including use of **ITS** Express Products Lists (EPLs).
 - 7.2.2 Lifecycle cost > \$100,000 but < \$250,000; requires review and approval of WCC Review Committee. Normal public purchasing guidelines followed including use of **ITS** Express Products Lists (EPLs).
 - 7.2.3 Lifecycle cost > \$250,000; requires review and approval of WCC Review Committee AND the Commission. Normal public purchasing guidelines followed.
- 7.3 Two-Way Radio products and services on the Two-Way Radio EPL are under the WCC purview. The WCC has recommended that **ITS** continues to publish Two-Way Radio EPL and that customers may continue to use the EPLs up to the dollar limitations approved by **ITS** and the WCC.
- 7.4 For more information on the Wireless Communication Commission, please visit their website: <http://wcc.ms.gov>
- 7.5 Statewide RFP for Digital Trunked Land Mobile Radio System
 - 7.5.1 As part of the WCC's mission **ITS** and the WCC issued Request for Proposal (RFP) 3429 for a statewide Digital Trunked Land Mobile Radio System service. In June 2007, the WCC executed a turnkey agreement with Motorola for the implementation of the statewide radio system to be known as the Mississippi Wireless Information Network (MSWIN).
 - 7.5.2 The MSWIN Agreement may be used by any Mississippi public entity for the purchase of subscriber and console units.
 - 7.5.3 The Two-Way Radio EPL will continue to be published for Motorola and non-Motorola MSWIN compatible equipment as well as replacement equipment for existing radio systems.
 - 7.5.4 For more information on using MSWIN, call the WCC at 601-359-5333 or access the MSWIN Instructions for Use at <http://www.its.ms.gov/MSWIN-Radio.shtml>

8. **Object Codes**

ITS, in conjunction with the Office of the State Auditor and the Department of Finance and Administration, requests that all EPL Customers carefully code purchases with the correct Minor Object Codes. State agencies that utilize the Statewide Automated Accounting System (SAAS) should use the following expenditure account codes on purchase order documents for purchases from this EPL:

Object Code:	Category:	Use For:
63421	Capital Outlay: Two-Way Radio Equipment	Payments for the purchase of two-way radios and associated equipment.
63462	Capital Outlay: Lease Purchase	Payments for lease – purchase of two-way radios and associated equipment.

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

Document in your file that you have followed **EPL Best Practices**. ITS has only done “Step 1” of the evaluation in compiling and culling 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 Web Site’s “Two-Way Radio EPL Interactive”
- 9.3 The Seller’s page from the ITS Web Site’s “Two-Way Radio EPL Interactive.” Note that this page also includes the Seller’s EPL Contract Number.
- 9.4 A print out from the Manufacturer’s EPL Website showing the product and pricing of the purchased product(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 a tailored quote showing quantities or additional discounts, keep this in your project file.
- 9.7 For purchases over \$50,000, keep a copy of all quotes received.

9.8 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.

9.9 Any additional project-related documentation or justification.

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

10.1 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. If you have any feedback that may help us improve this process, we also want to know about it. Please contact us in writing by mail, by FAX at (601) 713-6380, or by e-mail at isshelp@its.ms.gov .

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>