Technology Marketplace User Guide

Financials & Procurement Version 1

July 13, 2017

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C ontract
A dministration

Jaci Fong
Director and Purchaser

City and County of
San Francisco

City Hall, Room 430
1 Dr. Carlton B. Goodlett Pl.
San Francisco, CA 94102
Tel: (415) 554.6743
Fax: (415) 554.6717
Email: oca@sfgov.org
www.sfgov.org/oca

Contents

Introduction

- The Technology Marketplace is the successor to the Technology Store.
- The Technology Marketplace provides City Department an effective and efficient process for purchasing technology-related goods and services.
- Questions on how to use this contract or IT Purchasing?
    - Contact OCA for assistance in purchasing and contracting.
    - Contact Department of Technology (DT) for technical assistance.
    - Contract your Departments City Attorney for Legal assistance.

Overview and Contracting Tiers

- Through an RFP process, the City has established a prequalified pool of technology contractors that provide Information Technology (IT) goods and services.
- Departments should solicit quotes from all of the applicable Marketplace contractors within a selected tier (Tiers 1, 2, or 3) to maximize competition.
- Departments should not mix contract tiers when requesting quotes.
- The following contracting tiers are established under the Technology Marketplace.

Tier 1: These contracts have a "Not to Exceed" value that requires approval by the Board of Supervisors.	Tier 2: These contracts have a "Not to Exceed" value of $2.5M.	Tier 3: This tier encapsulates Micro-LBE Set-asides, with contract values of $100,000 or $400,000.
Provides professional and specialized services, technology products, equipment, and maintenance and training services	Provides technology products, consulting, maintenance and training services	Provides computer equipment (cap of $100,000) for computer services and maintenance (cap of $400,000)

Competitive Bid Process within the Technology Marketplace

- Tier Contractors will be eligible to participate in the City's competitive bid process for ordering products and services.
- Competitive solicitations will be required for all orders greater than $10,000.
- Contracts in Tier 1 will have a transactional limit of $2,500,000.
- Contracts in Tier 2 will have a transactional limit of $100,000.
- Competitive solicitations will occur within either Tier 1, Tier 2, or Tier 3.
- Solicitations will not occur between different tiers. DO NOT MIX TIERS.

Technology Marketplace Contractors

Tier 1A – Generalists
- Central Computers
- ComputerLand of Silicon Valley
- En Pointe Technologies, Inc.
- Technology Integration Group
- World Wide Technology, Inc.
- Xtech JV

Tier 1B- Specialists
- InterVision Systems Technologies, Inc.
- Robert Half Technology
- Stellar Services
- Cornerstone Technology Partners II JV
- Learn IT!
- SoftNet Solutions
- United Layer

Tier 2A – Generalists
- Ameritech Computer Services, Inc.
- Bridge Micro
- Dynamic Systems, Inc.
- SNS-SF, LLC JV

Tier 2B – Specialists
- AcademyX, Inc.
- C M Pros
- SoftNet Solutions

DON'T MIX TIERS!

Tier 3: Micro-LBE Set-asides

a. Computer Hardware, Software & Peripheral Equipment – EQ108
   - Beta Nineties Computer, Inc.
   - Diamond Technology, Inc.
   - Toptek Micro Center, Inc.

b. Computer Systems Equipment Maintenance and Repair – GS093
   - Beta Nineties Computer, Inc.
   - Epic Machines, Inc.

c. Computer System Services – GS109
   - Beta Nineties Computer, Inc.
   - Delta Computer Solutions, Inc.
   - Diamond Technology, Inc.
   - Farallon Geographics, Inc.
   - Xterra Solutions, Inc.

d. Database Development and Analysis – GS132
   - Farallon Geographics, Inc.
   - Delta Computer Solutions, Inc.
   - Diamond Technology, Inc.

When to Use

a. Use the Tech Marketplace to acquire computer and IT-related goods; i.e., technology-related hardware or software products.

b. Use the Marketplace for IT professional services after your department has exhausted every reasonable effort to first obtain these services by engaging internal staff or through work ordering staff from another City departments. Please note that IFPTE Local 21 will review all professional services requests.

Exceptions:

- Marrying subcontractors: Departments should not pre-select a subcontractor for a particular project and insist that one of the Marketplace contractors use that subcontractor. This is illegal. It is the Marketplace contractors' responsibility to quote the best possible solution (including a subcontractor) for your requirement.

- Software Enterprise Agreements: The following software Enterprise Agreements are administered by DT. For assistance, please contact DT at: **CityEA@sfgov.org**

   1. Microsoft (through PCMG), June 1, 2017 – May 31, 2020
   2. Adobe (through En Pointe Technologies Sales LLC), August 28, 2015 – August 27, 2018
   3. Commvault (through Presidio Networked Solutions), June 20, 2014 – May 31, 2018
   4. Salesforce (through Carahsoft), July 1, 2016 – June 30, 2021
   5. VMWare (through Eaton & Associates), December 23, 2015 – December 22, 2018
   6. Environmental Systems Research Institute (ESRI), January 12, 2015 – June 30, 2018
   7. Motorola, November 1, 2016 – December 31, 2035
   8. Infor (through XTech), November 30, 2012 – November 29, 2022
   9. AT&T Landline, March 2010- December 2019
   10. AT&T Wireless, Sprint and Verizon cellular agreements, June 1, 2017 – June 30, 2019
   11. Comcast, February 2013 – February 2020:

- Grant-Funded Purchases: Grants may have special provisions that conflict with the terms and conditions of Technology Marketplace contracts.

- Sole Source Transactions: Do not use Technology Marketplace contracts for proprietary goods or services that are only available from a single source.

- Projects $2.5 Million and Over: The department will be required to issue an RFP outside of the Technology Marketplace contract for awards above this threshold.

CIO Collaboration and Review Policy

Introduction and Purpose
Effective July 3, 2017, in conjunction with the PeopleSoft Financial and Procurement System implementation, this policy replaces the existing CIO Review policy which was last revised by a memorandum dated January 26, 2012. This policy supports the implementation of Administrative Code Sections 22A.4 and 22A.5.

This policy is intended to ensure that City department technology procurements are assessed by the City Chief Information Officer ("CIO"), primarily for the following purposes:
1. Evaluate and minimize network security risks associated with technology procurements;
2. Evaluate and minimize degradation of network performance due to technology procurements that introduce added complexity or potentially incompatible infrastructure to City data networks; and
3. Evaluate the potential for material cost savings or administrative benefits to the City from strategic sourcing efforts.

CIO as Collaborator or Ad Hoc Reviewer for All Technology Procurements
As instructed below, all departments are required to add the CIO (or their designated representative) as a Collaborator or Reviewer for all technology procurements (Sourcing, Contract, Requisition, Purchase Order) initiated in PeopleSoft. If a department does not identify the CIO on a technology procurement as required by this policy, OCA will reject the procurement to the initiator for the CIO to be added.

Commodity requisitions, purchase orders and contracts within the Technology Marketplace
- The initiator of the purchase transaction must include the CIO (or their designated representative) as an ad hoc **reviewer** in the workflow.
- The CIO has **5 business days** to add a Comment to the procurement to indicate if it is not approved or to place the procurement on hold pending further discussion with the department. The CIO should contact the initiator to discuss their concerns after adding their Comment.
- The procurement process may proceed after 5 business days if the CIO has left no review comments in the notepad. Technology procurements are assumed to have CIO Review approval where the CIO has been added as a Collaborator or Ad Hoc Reviewer and five business days have passed without a Comment being added in PeopleSoft to indicate that the procurement has been rejected or placed on hold.

Commodity bids outside the Technology Marketplace; Professional service RFPs within and outside the Technology Marketplace

- The initiator of the purchase transaction must include the CIO (or their designated representative) as **collaborator** in the workflow **before the sourcing event is issued**.
- The CIO has **5 business days** to add a Comment to the procurement to indicate if it is not approved or to place the procurement on hold pending further discussion with the department. The CIO or designee should contact the initiator to discuss their concerns after adding their Comment.
- The procurement process may proceed after 5 business days if the CIO has left no collaboration comments in the notepad. Technology procurements are assumed to have CIO Review approval where the CIO has been added as a Collaborator or Ad Hoc Reviewer and five business days have passed without a Comment being added in PeopleSoft to indicate that the procurement has been rejected or placed on hold.

CIO Collaboration and Review – Implementation within PeopleSoft

Inserting the CIO as an ad hoc reviewer for IT requisitions
o Ad hoc reviewers can be inserted at any point in the workflow before Requisition workflow is initiated
o Inserting ad hoc reviewers does not impact Requisition, Purchase Order, and Contract workflow

Step 1 – Navigate to the "Preview Approvals" panel for your IT requisition and click on the green addition icon within the approval pathway.
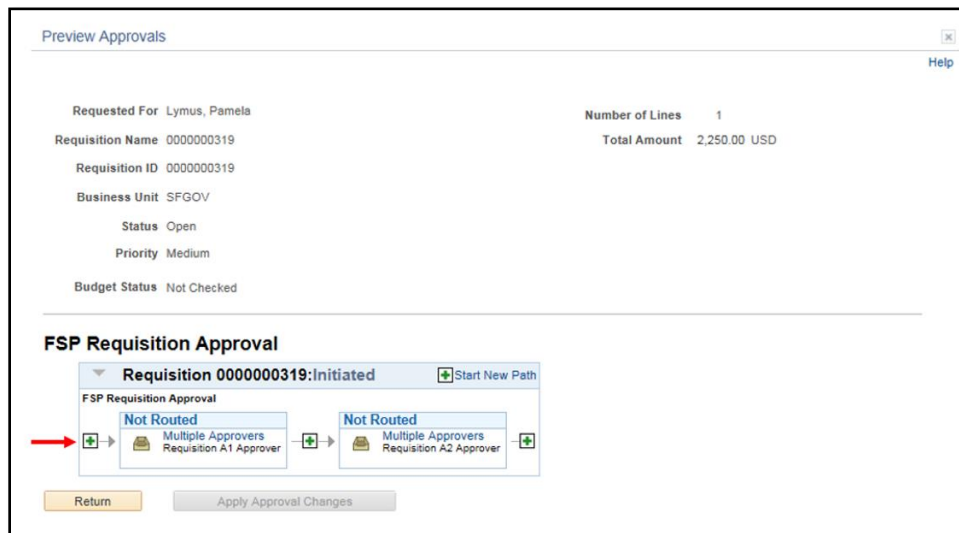
Step 2 – Insert a DT "Reviewer" after searching for his/her User ID. From July 3rd, **SAUL MELARA** will serve as the reviewer.
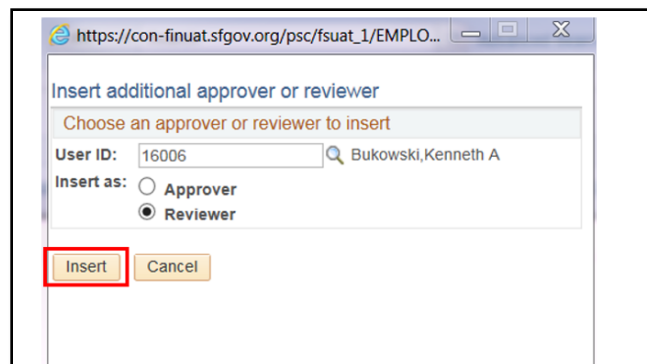
Step 3 – Confirm that the CIO is included in the approval pathway as a "Reviewer", then "save and submit" the requisition.
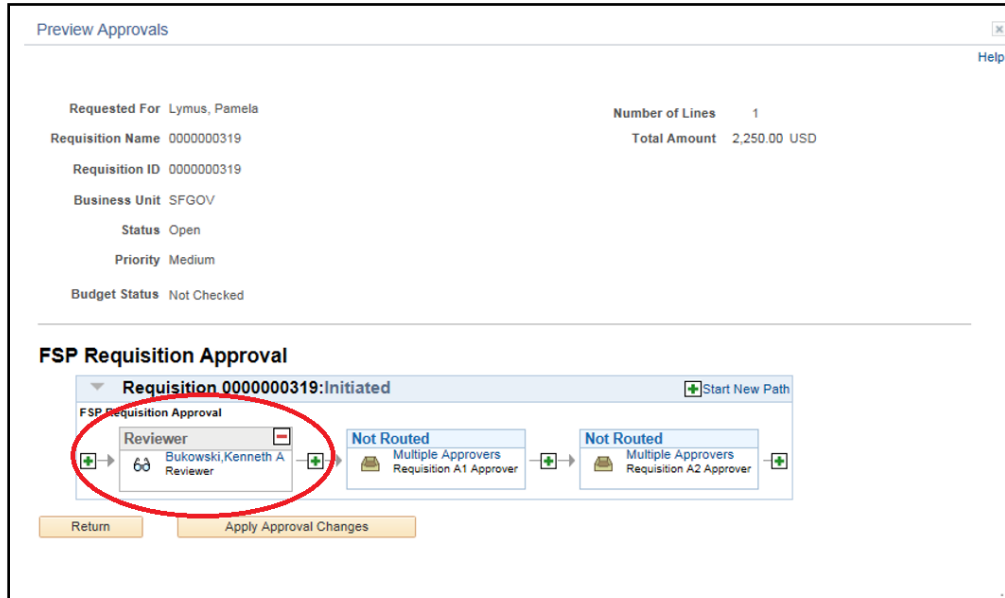
Step 4 – Be on the lookout for any review comments posted by the CIO. Only proceed with the procurement if the CIO leaves no comments after 5 business days, or if the CIO leaves comments which do not indicate any level of concern with the proposed purchase.
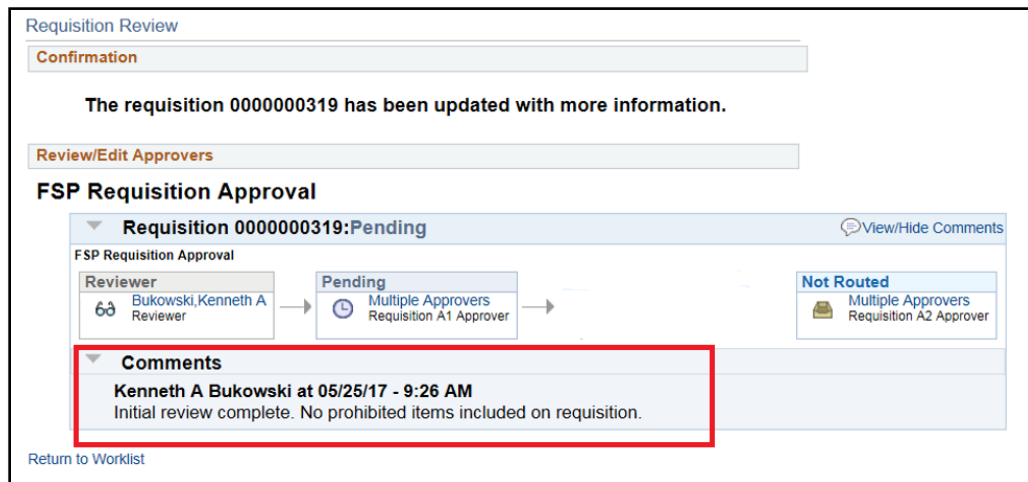
Inserting the CIO as an ad hoc collaborator for IT sourcing events

Step 1 – Access the "Invite Collaborators" section of the sourcing event screen.

Step 2 – Insert a DT "Collaborator" after searching for his/her User ID. From July 3rd, **SAUL MELARA** will serve as the collaborator.

Step 3 – Route the event for collaboration.

Step 4 – Be on the lookout for any review comments posted by the CIO. Only proceed with the procurement if the CIO leaves no comments after 5 business days, or if the CIO leaves comments which do not indicate any level of concern with the proposed purchase.

NIGP Coding Guidance for Technology Purchases

There are approximately 8,300 NIGP codes loaded into PeopleSoft. Of these, around 400 relate to computers and communications equipment and services.

The NIGP codes that are entered into requisitions determine approval path routing within PeopleSoft, so it is important to use the correct codes to ensure timely transaction processing.

OCA is requesting that all IT purchases be coded using one of the nine codes documented below. These codes should be entered into the Category Code data field for all requisition line items.

Codes for purchases related to desk top and laptop computers

Category	NIGP Code	
COMPUTER HARDWARE AND PERIPHERALS FOR MICROCOMPUTERS *Covers items such as PCs, cables, hard drives, motherboards, mice, joysticks, printers, keyboards, monitors and scanners.*	**20400**	Product
COMPUTER ACCESSORIES AND SUPPLIES *Covers items such as batteries, cleaners, dust covers, compact disks and projection devices.*	**20700**	Product
COMPUTER SOFTWARE FOR MICROCOMPUTERS (PREPROGRAMMED) *Covers application software licenses for desktop computers, including for email.*	**20800**	Product
EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR COMPUTERS *Covers repair and maintenance services for computers, audio visual equipment, office and telephone equipment.*	**93900**	Services

Codes for purchases related to telecommunications and media

Category	NIGP Code	
RADIO COMMUNICATION, TELEPHONE, AND TELECOMMUNICATION EQUIPMENT *Covers items such as AM/FM transmitters, amplifiers, antennas, batteries, encoders and decoders, fiber optic cable, phone systems, phone cards, switchboards and telemetry equipment.*	**72500**	Product
COMMUNICATIONS AND MEDIA RELATED SERVICES *Covers items related to internet connectivity, electronic information and mailing services, media clippings, phone and cellular services, design services for the web, and citizen warning system services.*	**91500**	Services

Codes for major SAAS applications, enterprise wide purchases, and procurements involving servers and mainframes

Software-as-a-Service ("SAAS") is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.

Category	NIGP Code	
COMPUTER HARDWARE AND PERIPHERALS FOR MINI AND MAIN FRAME COMPUTERS *Covers items such as terminals, chips, control units, drives, network components, power supplies and mainframe printers.*	**20600**	Product
COMPUTER SOFTWARE FOR MINI AND MAINFRAME COMPUTERS (PREPROGRAMMED) *Covers all types of application software licenses for mainframe and server computers, including for email. Covers SAAS applications.*	**20900**	Product
DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICE *Covers a range of items, including: assessment and profiling services of software, data entry services, data recovery services, data conversion services, image processing and conversion services, software maintenance and support, software updating services, storage services, and system implementation services.*	**92000**	Services

Convention for Describing Requisition Line Items

It is important that departments enter requisition line items using **a consistent formatting approach**. This will help with data extraction, sorting and analysis.

Please adhere to the following order:

1. **Noun** – the product or service
2. **Modifier** – such as the brand name involved
3. **Adjective** – additional details such as model number or SKU number

Illustrative Example

Unstructured formatting
FUJITSU SCANNER 90PPM W/PAPERSTREAM IPAD AIR 2 KEYBOARD JETBRAINS PHPSTORM CODE SOFTWARE JOB#0101G/RAS#52464/LENOVO THINKPAD LICENSE FOR CRM FOR 2016

Structured formatting		
Noun	**Modifier**	**Adjective**
Scanner	Fujitsu	90PPM W/PAPERSTREAM
IPAD	Apple	Air 2 with keyboard
Code Software	Jetbrains	PHPStorm
Thinkpad	Lenovo	JOB#0101G/RAS#52464
CRM Software	Salesforce	License for 2016

Document Submission Checklist

OCA needs to review multiple documents prior to approving a procurement within the Tech Marketplace.

Required documentation can be attached to requisition headers within PeopleSoft, or uploaded into the system as part of a sourcing event workflow.

Document to submit / upload into PeopleSoft	Hardware / software / maintenance less than 10K	Hardware / software / maintenance greater than 10K	Professional Services less than 10K	Professional Services between 10K and 100K	Professional Services greater than 100K
Vendor quotes received	At least 1 quote	Try for 3 quotes	At least 1 quote	Try for 3 quotes	Try for 3 quotes
Quote Form 1 (Product orders)	Yes	Yes			
Quote Form 2 (Maintenance orders)	Yes	Yes			
Quote Form 3 (Professional Services)			Yes	Yes	Yes
Any supporting materials that can be uploaded into F$P			Yes	Yes	Yes
Evidence of project submission to Local 21 for expedited review			Yes	Yes	Yes
Detailed Statement of Work and/or RFP			Yes	Yes	Yes
Evaluation summary used to determine awardee				Yes	Yes
CMD Form 2A completed by awardee and approved by CMD					Yes
CMD Form 2B completed by awardee and approved by CMD					Yes

Quote form templates are available online at: **CLICK HERE**

The Local 21 expedited submission form is available online at: **LOCAL 21 WEBSITE**

CMD Forms 2A and 2B are available online at: **CMD WEBSITE**

Guidelines for Ordering Hardware, Software & Maintenance

a. Quote Forms 1 and 2: These are available on the OCA website: **CLICK HERE**
   Process is as follows:
   - Department requests a quote from a Technology Marketplace contractor.
   - Contractor prepares your quote, using Form 1 for Hardware and Software agreements, Form 2 for Maintenance Agreements and submits it to you for review and acceptance.
   - Department ensures that the correct form was used and all required fields are filled-in completely. Incomplete forms will be returned.

b. Delivery/Invoicing/Payment Address: Fill in all fields for delivery; invoice and payment address information even if they are identical.

c. Competitive Bidding:
   - For orders $10,000 and below: Submit a requisition within PeopleSoft and include DT CIO as ad hoc reviewer. Competitive bidding isn't required. However, it is recommended that departments solicit more than one quote within a selected Tier (Tiers 1, 2, or 3) to maximize competition.
   - For orders over $10,000: Submit a requisition within PeopleSoft and include DT CIO as ad hoc reviewer. OCA will manage the competitive solicitation process for departments within PeopleSoft.

d. Pricing: See Appendix F

e. Used products: Purchasing used products through the Technology Marketplace is expressly prohibited. In rare situations, refurbished products may be considered. In extremely rare instances, reconditioned or used products are available.

f. Cancellations: Cancellations must be requested through OCA prior to delivery for non-special or non-standard Hardware and Software products.

g. Deliveries: All products shall be:
   - Delivered inside the building free of charge and should designate "FOB Destination."
   - Delivered within 10 City business days after contractor receives purchase order, unless the product is not available from manufacturer/ distributor.
   - If there is a delay in delivery, contractors are required to notify ordering departments within 72 hours.

h. Returns: Departments will be credited in full for all unopened products from Cisco, Dell, HP, and IBM within 30 calendar days of delivery without any restocking fees. For all other products, contractors may pass restocking fees from third party suppliers. Administrative costs & handling fees are not allowed.

i. <u>Warranties</u>: Authorized contractors must offer or facilitate warranty services for products sold through the Marketplace, and pass title of product purchased to the City within 48 business hours.

j. <u>Prepayments</u>: No prepayments are allowed in advance or for orders not delivered in full for hardware and software agreements. Prepayment may be allowed in some cases for software maintenance services only. Departments should fully understand compliance requirements in such cases.

k. <u>Packing Slips</u>:
   - All deliveries should be accompanied by a packing slip that shows the purchase order number, a complete list of items delivered, and the department name and a contact person.
   - Keep all packing slips for your files and provide a copy with the invoice for the order submitted following your department procedures.

l. <u>Substitutions</u>: Substitutes are not allowed without approval from the ordering department.

m. <u> Maintenance: Note terms of maintenance on the quote form and in PeopleSoft requisition</u>. Maintenance of any kind must be ordered separately from a Hardware/Software order, unless it is included with the original purchase. For exceptions, contact OCA staff.

Process Flow for Ordering Hardware, Software & Maintenance

Dept	DT	OCA	Vendor	CMD

Hardware / software / maintenance less than 10K

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
The Dept identifies a procurement need and checks to see if funding is available.	The Dept secures a quote from atleast one Marketplace vendor. The Dept completes Quote Form 1 or 2.	The Dept raises a requisition in PeopleSoft and attaches the quote form. The Dept includes the DT CIO as adhoc reviewer. A relevant Dept authority approves the requisition in PeopleSoft.	DT CIO reviews the requisition and allows the purchase to proceed if no concerns are noted. **5 business days max**	OCA converts the requisition to a purchase order in PeopleSoft, and issues the PO to the vendor by email or EDX.	Vendor delivers order.

Hardware / software / maintenance greater than 10K

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
The Dept identifies a procurement need and checks to see if funding is available.	The Dept secures a quote from atleast one Marketplace vendor. OCA encourages departments to secure 3 quotes where possible.	The Dept raises a requisition in PeopleSoft and attaches the quote. The Dept includes the DT CIO as adhoc reviewer. A relevant Dept authority approves the requisition in PeopleSoft.	DT CIO reviews the requisition and allows the purchase to proceed if no concerns are noted. **5 business days max**	OCA uses the quotes and supporting requisition material to conduct a competitive solicitiation between relevant Marketplace vendors.	OCA awards the procurement to the lowest responsive bidder. OCA will seek approval from the Dept beforehand if the lowest responsive bid is more expensive than the quote supporting the requisition, or if there are material concerns with the bid submission documents.	OCA converts the requisition to a purchase order in PeopleSoft, and issues the PO to the vendor by email or EDX.	Vendor delivers order.

Guidelines for Ordering Professional Services

Professional services may include project management, software development, network installation, system design, training, and other services related to the identification and deployment of technology needs. The following guidelines apply for professional services:

a. Upfront planning: Seek professional services after you have; **(a)** clearly defined the requirements and scope of project, **(b)** determined deliverables and schedule, **(c)** determined that the services are not available either through your staff or any other City department (including DT on a work-order basis). If a Marketplace contractor is contacted for a quote, the quote should include a request for training and a plan for the contractor to transition the project to City staff that will maintain and support the project on an ongoing basis.

b. Local 21: Departments are required to justify their decision as to why the project requires the use of an outside contractor by filing Local 21's web form (available on the **LOCAL 21 WEBSITE**) for their review. Submit this form at the same time Form 3 is submitted with supporting documentation for DT CIO review.
   - Contact Local 21 at 415-864-2100 (current contact is Emma Erbach, **eerbach@ifpte21.org**) to discuss your project as early as possible. Local 21 will generally review within 10 business days.
   - If Local 21 objects to the request for services, they will attempt to resolve the issue directly with your department. If agreement can't be reached, the department shall submit the request through the Civil Service Commission for a determination.

c. Competitive bidding:
   - For orders $10,000 and below: Competitive bidding is not required. However, it is recommended that departments solicit quotes from all of the appropriate Tiered Marketplace contractors to maximize competition.
   - For orders over $10,000: Departments will manage the competitive bidding process.

d. Pricing: See Appendix F

e. Progress Payments: Progress payments are recommended on the receipt of specific deliverables for large or complex projects that may be long in duration; e.g., six months. These payments should be carefully scheduled based on the size of the deliverable performed, and include a final payment upon completion and acceptance of the project.

f.   Quote Form 3: This is available on the OCA website: **CLICK HERE**

g.   Retention: It is recommended that departments retain 10% of every invoice for professional service projects over $100,000. This retention will be recognized at the end of every invoice received from the contractor until final acceptance. Upon final acceptance of the project, the contractor will submit a final invoice, which includes the total retention remaining on the project.

h.   Order Cancellations: Department may cancel an order for professional services at any time, but will likely be required to pay for any services or products received prior to cancelling the order.

i.   Contracts other than Technology Marketplace: The contracts between the City and the Technology Marketplace contractors are the governing contract for any goods or services acquired through the Marketplace. **Departments should not execute a separate contract or amendment with a contractor for professional services. If contractors request that you sign or initial the Statement or Scope of Work (SOW), the SOW may not add, change or delete any of the Technology Marketplace contract terms and conditions**.

j.   Bonds: High dollar value Projects that are complex, long-term or high-risk, may merit a performance bond or labor and materials bond. Bonds should be considered on a project by project basis weighing such factors as added expense, risk, and the protection offered by various bonding options after consulting with the Risk Manager, City Attorney or OCA.

k.   CMD Review: CMD reviews all professional service procurements greater than 100K prior to purchase order issuance. CMD **Forms 2A and 2B** must be completed by the bid awardee and submitted to **selormey.dzikunu@sfdpw.org** via email. The forms can be located online at: http://sfgov.org/cmd/cmd-forms-and-attachments-primes-bidding-city-contracts

Process Flow for Ordering Professional Services

| | | | Dept | DT | OCA | CMD | |

Professional Services less than 10K

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
The Dept identifies a procurement need and checks to see if funding is available.	The Dept prepares a Statement of Work (SOW) and secures a quote from atleast one Marketplace vendor.	The Dept completes the expedited Local 21 review form online (http://www.ifpte21.org/content/information-request-personal-services) and waits to see if the procurement will be rejected. **10 business days waiting period**	The Dept raises a requisition in PeopleSoft and attaches the SOW, quote and evidence of Local 21 form submission. The Dept includes the DT CIO as adhoc reviewer. A relevant Dept authority approves the requisition in PeopleSoft.	DT CIO reviews the requisition and allows the purchase to proceed if no concerns are noted. **5 business days max**	OCA reviews all materials in the system, including proof of Local 21 submission, and converts the requisition to a purchase order in PeopleSoft. OCA issues the PO to the vendor by email or EDX.

Professional Services between 10K and 100K

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
The Dept identifies a procurement need and checks to see if funding is available.	The Dept prepares a Statement of Work (SOW) and includes this within a RFP.	The Dept completes the expedited Local 21 review form online (http://www.ifpte21.org/content/information-request-personal-services) and waits to see if the procurement will be rejected. **10 business days waiting period**	The Dept initiates a sourcing event in PeopleSoft for the RFP, and includes DT CIO as a collaborator.	DT CIO reviews the RFP and allows the sourcing event to proceed if no concerns are noted. **5 business days max**	The Dept launches the RFP sourcing event and electronically invites appropriate Marketplace vendors to submit responses.	The Dept reviews and grades vendor proposals within PeopleSoft, and determines who to award the procurement to.	OCA reviews the sourcing event materials within PeopleSoft, including evidence of Local 21 submission, and issues a PO to the vendor by email or EDX.

Professional Services greater than 100K

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
The Dept identifies a procurement need and checks to see if funding is available.	The Dept prepares a Statement of Work (SOW) and includes this within a RFP.	The Dept completes the expedited Local 21 review form online (http://www.ifpte21.org/content/information-request-personal-services) and waits to see if the procurement will be rejected. **10 business days waiting period**	The Dept initiates a sourcing event in PeopleSoft for the RFP, and includes DT CIO as a collaborator.	DT CIO reviews the RFP and allows the sourcing event to proceed if no concerns are noted. **5 business days max**	The Dept launches the RFP sourcing event and electronically invites appropriate Marketplace vendors to submit responses.	The Dept reviews and grades vendor proposals within PeopleSoft, and determines who to award the procurement to.	The Dept gets the awardee to complete CMD Forms 2A and 2B. These are submitted to CMD via email.

STEP 9	STEP 10
CMD reviews and approves Forms 2A and 2B and returns these to the Dept.	OCA reviews all sourcing event materials, CMD forms and evidence of Local 21 submission within PeopleSoft, and issues a PO to the vendor by email or EDX.

Guidelines for Ordering from the Micro-LBE Set Aside Tier

- Tier 3 Micro-LBE set aside contracts are limited to orders totaling $100,000 for products and $400,000 for General and Maintenance Services. For example, if departments submit the following orders against Contractor X's EQ108 - Products contract: Order 1 by Port for $5,000, Order 2 by Rec & Park for $75,000, Order 3 by SFPD for $19,000 and, Order 4 by DT for $8,000, then the first three orders total $99,000 and will be accepted. DT's order is in excess of the $100,000 contract cap. DT has the option of decreasing their order to $1,000 or less to utilize this contract, or purchasing from another contractor.

- The City has awarded Micro-LBE set-aside contracts in the following thresholds.

    a. Product only contracts up to $100,000 (Products only)
        - Computer Hardware, Software and Peripheral Equipment (EQ108)
    b. Contracts up to $400,000 (General services)
        - Computer Systems Equipment Maintenance and Repair (GS093)
        - Computer System Services (GS109)
        - Database Development and Analysis (GS132)

    Note: It is recommended that all Tier 3: Micro-LBE contractors are contacted first to provide quotations. If none of the Tier 3 contractors can provide a quote, then contact Tier 2 contractors followed by Tier 1 contractors.

Tier 3 ➡ Tier 2 ➡ Tier 1

Appendix A: Tier 1 Contractor Contact Information

Name of Company:	Central Computers
Website:	**www.CentralComputers.com**
Send all quote requests to: (email)	**sfgov@centralcomputers.com**
Account Representative 1 Name:	Chester Yeung
Job Title:	Account Manager
Office Phone:	415-495-5888 x2121
Cell:	415-997-8282
Email:	**chester@centralcomputers.com**
Account Representative 2 Name:	Candy Kwong
Job Title:	Sales Manager
Office Phone:	415-495-5888 x2109
Cell:	415-570-9128
Email:	**candy@centralcomputers.com**
Account Representative 3 Name:	Harris Yu
Job Title:	Sales Representative
Office Phone:	415-495-5888 x2323
Cell:	415-841-3168
Email:	**harris@centralcomputers.com**
Account Representative 4 Name:	Frances Yan
Job Title:	Sales Representative
Office Phone:	415-495-5888 x2424
Cell:	415-851-5128
Email:	**frances@centralcomputers.com**

Name of Company:	CCT Technologies, Inc./dba ComputerLand of Silicon Valley
Website:	**www.cland.com**
Send all quote requests to: (email)	**SFGovSales@cland.com**
Account Representative 1 Name:	Gilbert Kwong
Job Title:	Sales Manager
Office Phone:	415-432-4370
Cell:	415-601-4273
Email:	**gkwong@cland.com**
Account Representative 2 Name:	Wilson Tang
Job Title:	Account Manager
Office Phone:	415-432-4371
Cell:	415-3596028
Email:	**wtang@cland.com**
Account Representative 2 Name:	Cathy Souza
Job Title:	Account Manager
Office Phone:	408-519-3230
Email:	**csouza@cland.com**

Name of Company:	En Pointe Technologies, Sales LLC.
Website:	**www.enpointe.com**
Send all quote requests to: (email)	**kjackson@enpointe.com; Kperez@enpointe.com; jmonolakis@enpointe.com; GovTeam3@enpointe.com**
Account Representative 1 Name:	Kathy Perez
Job Title:	Senior Account Executive
Office Phone:	800-819-7501
Cell:	408-221-4099
Email:	**kperez@enpointe.com**
Account Representative 2 Name:	John Monolakis
Job Title:	Account Executive
Office Phone:	310 337-4569
Cell:	925 549-8259
Email:	**jmonolakis@enpointe.com**
Account Representative 3 Name:	Kathy Jackson
Job Title:	Inside Account Manager
Office Phone:	310 337-5206
Cell:	310 850-8498
Email:	**kjackson@enpointe.com**
Account Representative 4 Name:	GovTeam3
Job Title:	Back Office Sales Team
Office Phone:	310 337-5299 x2893
Cell:	none
Email:	**GovTeam3@enpointe.com**

Name of Company:	Technology Integration Group (PC Specialists, Inc.)
Website:	**www.tig.com**
Send all quote requests to: (email)	**cityofsf@tig.com**
Account Representative 1 Name:	Steven Brown
Job Title:	Branch Sales & Operations Manager
Office Phone:	858-566-1900
Cell:	650-400-6951
Email:	**Steve.brown@tig.com**
Account Representative 2 Name:	Mark Phigler
Job Title:	Account Executive
Office Phone:	858-566-1900
Cell:	415-518-2135
Email:	**Mark.phigler@tig.com**
Account Representative 3 Name:	Jun Locsin
Job Title:	Account Executive
Office Phone:	858-566-1900
Cell:	323-493-9516
Email:	**Jun.locsin@tig.com**

Name of Company:	World Wide Technology Inc.
Website:	**www.wwt.com**
Send all quote requests to: (email)	**ccsf@wwt.com**
Account Representative 1 Name:	Rufus Coleman
Job Title:	Account Executive - CCSF
Office Phone:	415-728-5523
Cell:	
Email:	**rufus.coleman@wwt.com**

Name of Company:	Xtech
Website:	**http://XtechJV.com/	21tech.com	EatonAssoc.com**
Send all quote requests to: (email)	**Sales@XtechJV.com**
Account Representative 1 Name:	Brad Baker
Job Title:	CCSF Account Manager, Applications, Implementations and Related Services
Office Phone:	415-355-9096
Cell:	415-385-6785
Email:	**Brad.Baker@21Tech.com**
Account Representative 2 Name:	James Finley
Job Title:	CCSF Account Manager Infrastructure and Related Services
Office Phone:	415-285-3292
Cell:	415-264-3407
Email:	**JFinley@EatonAssoc.com**
Account Representative 3 Name:	David Harmon
Job Title:	Account Manager Infrastructure and Related Services
Office Phone:	415-285-3292
Email:	**DHarmon@EatonAssoc.com**
Account Representative 4 Name:	Dulce Sanchez
Job Title:	Account Team, Applications, Implementations and Related Services
Office Phone:	415-355-9097
Cell:	415-361-8788
Email:	**Dulce.Sanchez@21tech.com**

Name of Company:	InterVision Systems
Website:	**www.intervision.com**
Send all quote requests to: (email)	**ivsf@intervision.com**
Account Representative 1 Name:	Ted Callagy
Job Title:	Account Manager
Office Phone:	415-778-2793
Cell:	415-640-0179
Email:	**ted.callagy@intervision.com**
Account Representative 2 Name:	Pat Moore
Job Title:	Account Manager
Office Phone:	415-778-2793
Cell:	650-867-3422
Email:	**pat@intervision.com**
Account Representative 3 Name:	Sarah Edens
Job Title:	Inside Sales
Office Phone:	408-567-4259
Cell:	408-417-3579
Email:	**sarah.edens@intervision.com**
Account Representative 4 Name:	Danielle Frankina
Job Title:	VP Finance
Office Phone:	408 567-4236
Cell:	831-596-8244
Email:	**danielle@intervision.com**

Name of Company:	Robert Half Technology
Website:	**http://www.roberthalf.com/technology/**
Send all quote requests to: (email)	**Maureen.burchert@rht.com**
Account Representative 1 Name:	Maureen Burchert
Job Title:	Account Executive
Office Phone:	415-434-4940 x 21114
Cell:	415-260-7120
Email:	**Maureen.burchert@rht.com**
Account Representative 2 Name:	Dave Theriault
Job Title:	Vice President – Managed Services
Office Phone:	510-459-1321
Cell:	510-459-1321
Email:	**Dave.theriault@rht.com**
Account Representative 3 Name:	Bell Tran
Job Title:	Account Executive
Office Phone:	415-434-4940
Cell:	
Email:	**Bell.tran@rht.com**

Name of Company:	Stellar Services
Website:	**www.stellarservices.com**
Send all quote requests to: (email)	**SF_Market@stellarservices.com**
Account Representative 1 Name:	Charles "Chuck" Romoser
Job Title:	VP of West Services and Sales
Office Phone:	415-391-7870
Cell:	646-315-3358
Email:	**cromoser@stellarservices.com**
Account Representative 2 Name:	Linna Yu
Job Title:	Business Analyst
Office Phone:	415-391-7870
Cell:	347-225-2070
Email:	**lyu@stellarservices.com**
Account Representative 3 Name:	Linda Ye
Job Title:	VP Corporate Administration
Office Phone:	646-214-6508
Cell:	678-478-3295
Email:	**lye@stellarservices.com**
Account Representative 4 Name:	Liang Chen
Job Title:	CEO
Office Phone:	646-215-6501
Cell:	917-776-0620
Email:	**lchen@stellarservices.com**

Name of Company:	Cornerstone Technology Partners II, JV
Website:	**www.CTP-SF.com**
Send all quote requests to: (email)	**dlawson@cornerstoneconcilium.com**
Account Representative 1 Name:	Derek Lawson
Job Title:	VP, CCSF Tech Marketplace Account Manager
Office Phone:	(415) 705-7800x228
Cell:	(650) 722-1924
Email:	**dlawson@cornerstoneconcilium.com**
Account Representative 3 Name:	Eric Pitts
Job Title:	Senior Business Manager
Office Phone:	(510) 215-3436
Cell:	(510) 393-8899
Email:	**epitts@ssp.com**

Name of Company:	Softnet Solutions
Website:	**www.softnets.com**
Send all quote requests to: (email)	**sfcity@softnets.com**
Account Representative 1 Name:	Kush Hathi
Job Title:	President
Office Phone:	408-542-0888
Cell:	408-640-8620
Email:	**kush@softnets.com**
Account Representative 2 Name:	John Galluccio
Job Title:	Sr. Account Manger
Office Phone:	408-542-0888
Cell:	408-6406612
Email:	**johng@softnets.com**
Account Representative 4 Name:	Jamal Hagood
Job Title:	Customer Service Rep
Office Phone:	408-542-0888
Cell:	408-542-0888
Email:	**jamal@softnets.com**

Name of Company:	Learn IT!, Inc.
Website:	**www.learnit.com**
Send all quote requests to: (email)	**matt@learnit.com**
Account Representative 1 Name:	Matthew Murawski
Job Title:	VP
Office Phone:	415-946-6483
Cell:	415-699-1475
Email:	**matt@learnit.com**
Account Representative 2 Name:	Jose Castro
Job Title:	Controller
Office Phone:	415-693-0250
Cell:	
Email:	**Jose.castro@learnit.com**
Account Representative 3 Name:	Jamie Tadlock
Job Title:	Senior Engagement Executive
Office Phone:	415-946-6494
Cell:	
Email:	**Jamie.tadlock@learnit.com**

Name of Company:	United Layer
Website:	**www.unitedlayer.com**
Send all quote requests to: (email)	**adi@unitedlayer.com; saad@unitedlayer.com; abhijit@unitedlayer.com; ed@unitedlayer.com; Ramesh@unitedlayer.com;**
Account Representative 1 Name:	Abhijit Phase
Job Title:	CEO
Office Phone:	415-349-2119
Cell:	
Email:	**abhijit@unitedlayer.com**
Account Representative 1 Name:	Ramesh Jadhav
Job Title:	Account Manager
Cell:	415.349.2100
Email:	**ramesh@unitedlayer.com**
Account Representative 1 Name:	Adam Sully
Job Title:	Account Manager
Cell:	415.349.2100
Email:	**asully@unitedlayer.com**
Account Representative 1 Name:	Carlos Perez
Job Title:	Account Manager
Cell:	415.349.2100
Email:	**cperez@unitedlayer.com**

Appendix B: Tier 2 Contractor Contact Information

Name of Company:	Ameritech Computer Services, Inc.
Website:	**Ameritechcomputer.com**
Send all quote requests to: (email)	**Herrick@ameritechcomputer.com;Ameritech@sbcglobal.net;Justin@ameritechcomputer.com**
Account Representative 1 Name:	Herrick Loi
Job Title:	Account / Service Manager
Office Phone:	(415) 282-6500
Cell:	(415) 606-1068
Email:	**Herrick@ameritechcomputer.com**
Account Representative 2 Name:	Sean Kan
Job Title:	Account Services Rep.
Office Phone:	(415) 282-6500
Cell:	
Email:	**Ameritech@sbcglobal.net**
Account Representative 3 Name:	Justin Loi
Job Title:	Account Services Rep
Office Phone:	(415) 282-6500
Cell:	
Email:	**Justin@ameritechcomputer.com**

Name of Company:	Bridge Micro
Website:	**www.bridgemicro.net**
Send all quote requests to: (email)	**byron.ling@bridgemicro.net**
Account Representative 1 Name:	Byron Ling
Job Title:	Manager
Office Phone:	(415) 902-1075
Cell:	
Email:	**byron.ling@bridgemicro.net**

Name of Company:	Dynamic Systems, Inc
Website:	**www.dynamicsystemsinc.com**
Send all quote requests to: (email)	**insidesales@dynamicsystemsinc.com**
Account Representative 1 Name:	Linda Braak
Account Representative 2 Name:	Gilberto Pelayo
Job Title:	Account Representative
Office Phone:	(916) 337-7915
Cell:	
Email:	**Gilberto.pelayo@dynamicsystemsinc.com**
Account Representative 3 Name:	Tricia Cameron
Job Title:	Project Manager
Office Phone:	(310) 337-4400 x207
Cell:	(408) 666-7450
Email:	**tricia.cameron@dynamicsystemsinc.com**

Name of Company:	AcademyX, Inc.
Website:	**www.academyx.com**
Send all quote requests to: (email)	**sanfrancisco@academyx.com**
Account Representative 1 Name:	Bill Ramirez
Job Title:	Sales Director
Office Phone:	415-593-0682
Cell:	415-200-6969
Email:	**bill@academyx.com**
Account Representative 2 Name:	Stephen Fraga
Job Title:	CEO
Office Phone:	415-593-0683
Cell:	415-613-8185
Email:	**stephen@academyx.com**
Account Representative 3 Name:	Matt Helton
Job Title:	Branch Manager
Office Phone:	415-658-6774
Cell:	415-690-9940
Email:	**matt@academyx.com**

Name of Company:	C M Pros, Inc.
Website:	**www.cmprosinc.com**
Send all quote requests to: (email)	**Sam.messiah@cmprosinc.com**
Account Representative 1 Name:	Samir Messiah
Job Title:	President
Office Phone:	415 437 0701
Cell:	209 988 9937
Email:	**Sam.messiah@cmprosinc.com**
Account Representative 2 Name:	Robert Doane
Job Title:	Operation Manager
Office Phone:	707 235 5394
Cell:	707 235 5394
Email:	**Robert.doane@cmprosinc.com**

Appendix C: Tier 3 Contractor Contact Information

Computer Hardware, Software and Peripheral Equipment (EQ108)	
Name of Company:	Beta Nineties Computer Inc.
Website:	**www.beta90.com**
Send all quote requests to: (email)	**jimt@beta90.com**
Account Representative 1 Name:	James Tang
Job Title:	Account Manager
Office Phone:	(415) 974-1188
Cell:	(415) 609-3628
Email:	**jimt@beta90.com**
Account Representative 2 Name:	Joseph Lei
Job Title:	IT Manager
Office Phone:	(415) 974-1188
Cell:	(415) 309-1338
Email:	**joel@beta90.com**

Name of Company:	Diamond Technology, Inc.
Website:	**www.diamondti.com**
Send all quote requests to: (email)	**support@diamondti.com**
Account Representative 1 Name:	James Diamond
Job Title:	Director
Office Phone:	415-422-0074
Cell:	
Email:	**jdiamond@diamondti.com**
Account Representative 2 Name:	Raj Padmanabhan
Job Title:	Sales Representative
Office Phone:	415-422-0074
Cell:	
Email:	**rajpadman@diamondti.com**
Account Representative 3 Name:	Miha Diamond
Job Title:	Operations Manager
Office Phone:	415-422-0074
Cell:	
Email:	**Mihaela@diamondti.com**

Computer Hardware, Software and Peripheral Equipment (EQ108)

Name of Company:	Toptek Micro Center, Inc.
Website:	**http://toptekcomputers.com/**
Send all quote requests to: (email)	**toptek@pacbell.net**
Account Representative 1 Name:	Shu-Min Lee
Job Title:	Sales Manager
Office Phone:	415-564-3500
Cell:	415-205-8140
Email:	**toptek@pacbell.net**
Account Representative 2 Name:	Julian Lee
Job Title:	President
Office Phone:	415-564-3500
Cell:	415-250-1368
Email:	**JulianLee@pacbell.net**

Computer Systems Equipment Maintenance and Repair – GS093

Name of Company:	Beta Nineties Computer Inc.
Website:	**www.beta90.com**
Send all quote requests to: (email)	**jimt@beta90.com**
Account Representative 1 Name:	James Tang
Job Title:	Account Manager
Office Phone:	(415) 974-1188
Cell:	(415) 609-3628
Email:	**jimt@beta90.com**
Account Representative 2 Name:	Joseph Lei
Job Title:	IT Manager
Office Phone:	(415) 974-1188
Cell:	(415) 309-1338
Email:	**joel@beta90.com**

Computer Systems Equipment Maintenance and Repair – GS093	

Name of Company:	Epic Machines, Inc.
Website:	**www.epicmachines.com**
Send all quote requests to: (email)	**ccsf@epicmachines.com**
Account Representative 1 Name:	Suzy Dierking
Job Title:	Account Manager
Office Phone:	415.300.0877
Cell:	415.710.8797 (BEST NUMBER)
Email:	**ccsf@epicmachines.com**
Account Representative 2 Name:	John Rust
Job Title:	Inside Sales
Office Phone:	415.300.0877
Cell:	510.301.7427
Email:	**ccsf@epicmachines.com**
Account Representative 3 Name:	David Gottesman
Job Title:	President and CEO
Office Phone:	415.300.0877
Cell:	415.533.7780
Email:	**david@epicmachines.com**

Computer System Services – GS109	

Name of Company:	Beta Nineties Computer Inc.
Website:	**www.beta90.com**
Send all quote requests to: (email)	**jimt@beta90.com**
Account Representative 1 Name:	James Tang
Job Title:	Account Manager
Office Phone:	(415) 974-1188
Cell:	(415) 609-3628
Email:	**jimt@beta90.com**
Account Representative 2 Name:	Joseph Lei
Job Title:	IT Manager
Office Phone:	(415) 974-1188
Cell:	(415) 309-1338
Email:	**joel@beta90.com**

Computer System Services – GS109	

Name of Company:	Delta Computer Solutions, Inc.
Website:	www.deltacs.com
Send all quote requests to: (email)	ccsforders@deltacs.com
Account Representative 1 Name:	Steve Ike
Job Title:	President
Office Phone:	415.495.4005 x 25
Cell:	415.519.4063
Email:	sike@deltacs.com
Account Representative 2 Name:	Jordan Angle
Job Title:	Senior Account Manager
Office Phone:	415.559.3245
Cell:	415.559.3245
Email:	jordan.angle@deltacs.com

Name of Company:	Diamond Technology, Inc.
Website:	**www.diamondti.com**
Send all quote requests to: (email)	**support@diamondti.com**
Account Representative 1 Name:	James Diamond
Job Title:	Director
Office Phone:	415-422-0074
Cell:	
Email:	**jdiamond@diamondti.com**
Account Representative 2 Name:	Raj Padmanabhan
Job Title:	Sales Representative
Office Phone:	415-422-0074
Cell:	
Email:	**rajpadman@diamondti.com**
Account Representative 3 Name:	Miha Diamond
Job Title:	Operations Manager
Office Phone:	415-422-0074
Cell:	
Email:	**Mihaela@diamondti.com**

Name of Company:	Farallon Geographics, Inc.
Website:	**www.fargeo.com**
Send all quote requests to: (email)	**info@fargeo.com**
Account Representative 1 Name:	Dennis Wuthrich
Job Title:	CEO
Office Phone:	415-227-1145
Cell:	415-317-2771
Email:	**dwuthrich@fargeo.com**
Account Representative 2 Name:	Adam Lodge
Job Title:	Sr Geospatial Consultant
Office Phone:	415-227-1142
Cell:	415-317-6625
Email:	**alodge@fargeo.com**
Account Representative 3 Name:	Joe Metro
Job Title:	VP & CFO
Office Phone:	415-227-1141
Cell:	415-505-7264
Email:	**jmetro@fargeo.com**

Name of Company:	Xterra Solutions, Inc.
Website:	**www.xterrasolutions.com**
Send all quote requests to: (email)	**sales@xterrasolutions.com**
Account Representative 1 Name:	Aaron Burris
Job Title:	VP of Sales
Office Phone:	888.343.0720
Cell:	415.806.9694
Email:	**aburris@xterrasolutions.com**
Account Representative 2 Name:	David Park
Job Title:	CEO
Office Phone:	888.343.0720
Cell:	415.987.4566
Email:	**dpark@xterrasolutions.com**
Account Representative 3 Name:	Jenny Ung
Job Title:	Office Manager
Office Phone:	888.343.0720
Cell:	415.336.9298
Email:	**jung@xterrasolutions.com**

Database Development and Analysis – GS132	

Name of Company:	Delta Computer Solutions, Inc.
Website:	**www.deltacs.com**
Send all quote requests to: (email)	**ccsforders@deltacs.com**
Account Representative 1 Name:	Steve Ike
Job Title:	President
Office Phone:	415.495.4005 x 25
Cell:	415.519.4063
Email:	**sike@deltacs.com**
Account Representative 2 Name:	Jordan Angle
Job Title:	Senior Account Manager
Office Phone:	415.559.3245
Cell:	415.559.3245
Email:	**jordan.angle@deltacs.com**

Name of Company:	Diamond Technology, Inc.
Website:	**www.diamondti.com**
Send all quote requests to: (email)	**support@diamondti.com**
Account Representative 1 Name:	James Diamond
Job Title:	Director
Office Phone:	415-422-0074
Cell:	
Email:	**jdiamond@diamondti.com**
Account Representative 2 Name:	Raj Padmanabhan
Job Title:	Sales Representative
Office Phone:	415-422-0074
Cell:	
Email:	**rajpadman@diamondti.com**
Account Representative 3 Name:	Miha Diamond
Job Title:	Operations Manager
Office Phone:	415-422-0074
Cell:	
Email:	**Mihaela@diamondti.com**

Name of Company:	Farallon Geographics, Inc.
Website:	**www.fargeo.com**
Send all quote requests to: (email)	**info@fargeo.com**
Account Representative 1 Name:	Dennis Wuthrich
Job Title:	CEO
Office Phone:	415-227-1145
Cell:	415-317-2771
Email:	**dwuthrich@fargeo.com**
Account Representative 2 Name:	Adam Lodge
Job Title:	Sr Geospatial Consultant
Office Phone:	415-227-1142
Cell:	415-317-6625
Email:	**alodge@fargeo.com**
Account Representative 3 Name:	Joe Metro
Job Title:	VP & CFO
Office Phone:	415-227-1141
Cell:	415-505-7264
Email:	**jmetro@fargeo.com**

Appendix D: Office of Contract Administration Contact Information

Please contact us first if you have any questions. We are here to guide you through the process.

Contact Us		
OCA IT Group		
Robert Henning Assistant Director (415) 554-6212 **robert.henning@sfgov.org**	Shawn Peeters Senior Purchaser (415) 554-7030 **shawn.peeters@sfgov.org**	Brittany Bianchi Senior Purchaser (415) 554-6963 **brittany.bianchi@sfgov.org**
Paul Cheng Purchaser (415) 554-6732 **paul.cheng@sfgov.org**	Diane Handa Purchaser (415) 554-6913 **diane.handa@sfgov.org**	Evan Magante- PUC IT Purchaser (415) 487-5267 **evan.magante@sfgov.org**
David Kim- SFO IT Purchaser (415) 554-6248 **david.kim@sfgov.org**		

Appendix E: Technology Marketplace Forms

Please click the following link to access the latest Technology Marketplace forms directly from the Intranet: CLICK HERE

Appendix F: Pricing Policies

1. **Pricing**

    All Technology Marketplace Contractors will be required to extend their most favorable pricing for products and services to the City during the term of the Agreement. This most favorable pricing must be at least equivalent to the pricing that the Contractor makes available to major companies or other public entities comparable in size and/or requirements to the City.

2. **Verification of Contractor's prices**

    Within 7 days of a request, the Contractor must provide evidence of the manufacturer's list price or the actual cost to the Contractor of products and services or subcontracted services sold through the Technology Marketplace as applicable. "Evidence" may consist of an actual manufacturer's price list, a letter provided on the manufacturer's letterhead containing a contact name, signature and telephone number for the manufacturer's representative or actual invoices from manufacturers or distributors or subcontractors to the Contractor for products and services purchased by the City.

3. **Violation of pricing requirements**

    Contractor will abide by the pricing policy of Section G.1 of the signed agreement.
    If Contractor is found to charge prices higher than those agreed upon in this Agreement then Contractor must reimburse the City for the excess charges and Contractor may be prohibited from doing business with the City for a period of up to 3 months. If upon a second inspection, Contractor is found to still be charging the City prices higher than those agreed upon in this Agreement, the City in its sole and absolute discretion may terminate this Agreement.

4. **Pricing offered to other customers**

    Should a Contractor participate in any government, educational, or other special pricing program, e.g., CMAS, GSA, Western States Contracting Alliance, etc., the Contractor must make the same pricing available to the City.

5. **Mandatory federal and state fees**

    Contractor shall be responsible for collecting applicable federal and state mandatory fees with no additional cost mark-up to City, and shall be responsible for remitting the fees to the appropriate agency, including, but not limited to, the California Electronic Waste Recycling Fee: http://www.boe.ca.gov/sptaxprog/ewaste.htm

6. Payment for Travel Expenses and Other Direct Costs (ODC)

The need for travel under this Agreement or ODCs shall be approved in advance of the date of travel in writing by a memo stating the dates of the travel, the purpose, the planned expenses by person, with the City's Project Manager's dated signature indicating approval. Reimbursable expenses shall include actual direct costs (with no markup) of expenses directly incurred by Contractor. Payments will be made by City to Contractor within 30 days after the City has received Contractor's invoice for expenses, submitted in compliance with the United States General Services Administration per diem rates (CONUS) for San Francisco at http://www.gsa.gov .

The following items will be eligible for reimbursement as ODCs:

(1) Contractor's out-of-town travel ("out-of-town" shall mean outside the nine Bay Area counties: San Francisco, Alameda, Marin, Santa Clara, Sonoma, Contra Costa, Napa, San Mateo, Solano);
(2) Contractor's out-of-town meal, travel and lodging expenses for project-related business trips, including, but not limited to:
    (i) Rental vehicle: Contractor must select the most economical rental agency and type of vehicle available and acquire any commercial rate or government discount available when the vehicle is rented;
    (ii) Personal vehicle use: Contractor will be paid per mile as established by the United State Internal Revenue Service and only for that portion of travel that is outside the nine Bay Area counties. Contractor shall submit to the City an approved mileage log with his/her expense sheet;
    (iii) Contractor meal and lodging expenses shall be reasonable and actual but limited to CONUS per diem rates.

Anything not listed above is not eligible for reimbursement.

Appendix G: Contract and Vendor Number Reference Table

Contractor	Supplier ID	Contract ID	Description of Contract Tier
Central Computers, Inc.	0000023129	1000001508	Tier 1A Generalist - Products and Services
ComputerLand of Silicon Valley	0000022410	1000001509	Tier 1A Generalist - Products and Services
En Pointe Technologies Sales, Inc.	0000020672	1000001510	Tier 1A Generalist - Products and Services
Technology Integration Group	0000009920	1000001511	Tier 1A Generalist - Products and Services
World Wide Technology, Inc.	0000008050	1000001512	Tier 1A Generalist - Products and Services
Xtech JV	0000008003	1000001513	Tier 1A Generalist - Products and Services
InterVision Systems Technologies, Inc.	0000018177	1000001514	Tier 1B Specialist- Products and Services
Robert Half Technology	0000012107	1000001515	Tier 1B Specialist- Services
Stellar Services, Inc.	0000010447	1000001516	Tier 1B Specialist- Services
Cornerstone Technology	0000022243	1000001626	Tier 1B Specialist- Products and Services
Softnet Solutions	0000010802	1000001628	Tier 1B Specialist- Products and Services
United Layer	0000008945	1000001629	Tier 1B Specialist Services
Learn iT!	0000016427	1000001627	Tier 1B Specialist Services
Ameritech Computer Services, Inc. (LBE)	0000025514	1000001517	Tier 2A Generalist - Products and Services
Bridge Micro (LBE)	0000024019	1000001518	Tier 2A Generalist - Products and Services
Dynamic Systems, Inc.	0000021099	1000001519	Tier 2A Generalist - Products and Services
SNS-SF, LLC JV (JV with LBE)	0000010827	1000001520	Tier 2A Generalist - Products and Services
AcademyX, Inc. (LBE)	0000026346	1000001521	Tier 2B Generalist - Training Services
C M Pros (LBE)	0000023789	1000001522	Tier 2B Generalist - Training Services
Beta Nineties Computer, Inc.	0000024375	1000001523	Tier 3 Micro-LBE Set-Aside EQ108
Diamond Technology, Inc.	0000021431	1000001524	Tier 3 Micro-LBE Set-Aside EQ108
Toptek Micro Center, Inc.	0000009339	1000001525	Tier 3 Micro-LBE Set-Aside EQ108
Beta Nineties Computer, Inc.	0000024375	1000001526	Tier 3 Micro-LBE Set-Aside GS093
Epic Machines, Inc.	0000020572	1000001527	Tier 3 Micro-LBE Set-Aside GS093
Beta Nineties Computer, Inc.	0000024375	1000001528	Tier 3 Micro-LBE Set-Aside GS109
Delta Computer Solutions, Inc.	0000021575	1000001529	Tier 3 Micro-LBE Set-Aside GS109
Diamond Technology, Inc.	0000021431	1000001530	Tier 3 Micro-LBE Set-Aside GS109
Farallon Geographics, Inc.	0000020303	1000001531	Tier 3 Micro-LBE Set-Aside GS109
Xterra, Inc.	0000008001	1000001532	Tier 3 Micro-LBE Set-Aside GS109
Delta Computer Solutions, Inc.	0000021575	1000001533	Tier 3 Micro-LBE Set-Aside GS132
Diamond Technology, Inc.	0000021431	1000001534	Tier 3 Micro-LBE Set-Aside GS132
Farallon Geographics, Inc.	0000020303	1000001535	Tier 3 Micro-LBE Set-Aside GS132

Appendix H: Technology Marketplace Product and Service Matrix

		Products							Professional and General Services			
		HP/ Compaq	Dell	Cisco	IBM	Apple	Microsoft	Other Hardware and Software Manufacturers	IT Professional and Integration Services	Specialized IT Professional Services	Hardware Maintenance Services	Training Services
Tier 1A Generalists	Central Computers, Inc.	●	●		●		●	●	●	●	●	●
	ComputerLand of Silicon Valley	●	●		●	●	●	●	●	●	●	●
	En Pointe Technologies	●	●	●	●	●	●	●	●	●	●	●
	Technology Integration Group	●	●	●	●	●	●	●	●	●	●	●
	World Wide Technology, Inc.	●	●	●		●	●	●	●	●	●	●
	Xtech JV	●	●	●	●	●	●	●	●	●	●	●
Tier 1B Specialists	InterVision Systems Technologies, Inc.							●	●	●	●	●
	Robert Half Technology								●	●		
	Stellar Services, Inc.								●			●
	SoftNet Solutions	●	●				●	●	●	●	●	●
	Cornerstone	●	●	●		●	●	●	●	●	●	●
	United Layer									●	●	
	Learn IT!											●
Tier 2A Generalists	Ameritech Computer Services, Inc.	●	●	●	●		●	●			●	
	Bridge Micro	●	●	●	●		●	●			●	●
	Dynamic Systems, Inc.							●			●	●
	SNS-SF, LLC JV	●	●								●	●
Tier 2B Specialists	AcademyX, Inc.											●
	C M Pros											●
	SoftNet Solutions	●	●									

● Products and Services based on original Tech Marketplace RFP

● Products and Services based on latest Tier 1B Tech Marketplace RFP