



State of Louisiana

OSP Contract Number 4400011565
DETEL Microcomputers & Peripherals

If you have any questions or need further assistance, please contact the Office of State Purchasing by emailing to Kimberly Adams at Kim.Adams@LA.GOV, Phone: 225-342-8043 or Brandi Dubea at Brandi@detel.com, Phone: (225) 952-9430 and Fax: (225) 952-9432.

Per Memorandum OSP V10-01

The individual contract line item limit is being decreased on all Brand Name Microcomputer & Peripheral Contracts from a unit cost of \$50,000 each to a unit cost of \$25,000 each.

A limit of \$500,000 on the total release/purchase order amount issued against these contracts is also being imposed. Procurements shall not be artificially divided to circumvent the \$500,000 threshold.

At this time, we find it necessary to reiterate that "Services" shall be limited to warranty services, hardware maintenance, initial installation, initial imaging of workstations, training directly related to the support of the hardware, excluding customized training and/or software training, and initial software imaging at time of installation upon request of the Purchasing Entity. General consulting and all forms of application development and programming services are excluded.

Installation is limited to the initial set-up and initial diagnostics of equipment and peripherals purchased from the contract. Installation is to be used only at the time of the purchase of the component(s) from the state contract. Installation is not to be used for configuration or reconfiguration of network equipment, installation or rearrangement of in-building or outside wiring/cabling nor any other fashion.

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Per Memorandum OSP V13-01

The purchase limits on all Microcomputer & Peripheral contracts are being changed to the following limits:

- Servers and Storage (SANs, etc.) per unit/configuration costs should not exceed \$500,000 each
- Desktop per unit/configuration costs should not exceed \$100,000 each
- Printers, of all types, and Monitors per unit/configuration costs should not exceed \$50,000 each
- Peripherals per unit cost should not exceed \$50,000 each

For the purpose of these contracts, "Configuration" is defined as "a total system configuration. This may include more than one model or part number (or SKU), or a combination of hardware, software, and configuring of the system to make the system work."

The limit of \$1,000,000.00 on the total release/purchase order amount issued against these contracts remains in place. Procurements shall not be artificially divided to circumvent the \$1,000,000.00 threshold. Also, these contracts continue to be designated as a Louisiana Pricing Schedule ("LAPS") contract and LAC 34.1.1709 must be followed.

Agencies who have a need to exceed the \$1,000,000.00 threshold may request prior approval from the Office of State Purchasing. Blanket approval to exceed the limit will not be granted. The approval will be granted on a case-by-case basis, based on the justification submitted.

We will continue to monitor these contracts to insure that the limits imposed are adhered to. Any violations found, could result in the contract being placed on a probational status, pending possible debarment. Any agency that does not comply with the limits imposed, may be required to secure advance approval from the Office of State Purchasing to utilize the contracts.

Instructions for Using the DETEL Website for Contract Pricing

Below is the Louisiana OSP State Contract User Guide for DETEL Microcomputer, Peripherals, Software, and Related Services. Please follow the steps below when performing a system configuration. Once an eQuote is obtained, forward the eQuotes to your facility purchasing office to complete the purchase order process. Click [here](#) to view a copy of our current price list.

- First Time Users
- Returning Users
- Instructions for using DETEL Website for Contract Pricing
- DETEL State Contract Information
- DETEL Contact Information
- Useful Links

Please print this page for reference when using the DETEL eCatalog website for State of Louisiana.

First Time Users:

First time users must register and create a personal profile. You only need to do this only once!

Instructions to create a new profile:

- Go to the unit that you would like to configure and configure your unit
- Once you add it to cart and proceed to checkout, you can then create your user profile.
- Enter your full name, organization/school name, parish name/board and email ID and click Register
- An email will be sent to your email ID containing your password.
- Return to your cart and login with your new information
- Congratulations! You are now successfully registered with DETEL.
- Click on "Address Book" on the left hand side menu to add your shipping and billing addresses.
- At this point, return to [DETEL Louisiana State Contract Information](#) webpage and scroll to the returning users section.

In case of any questions or difficulties registering with DETEL, please contact us by clicking [here](#).

Returning Users:

Congratulations and Thank you for registering with DETEL.

Now you may go to <https://lagoverpvendor.doa.louisiana.gov/iri/portal> and log in with your LaGov account, and select "eCAT Contract Search" at the bottom of the left hand panel. From here, you should be able to search for OSP Contract Number 4400011565.

Instructions for using DETEL Website for Contract Pricing:

Please follow the instructions below in placing e-Quotes with DETEL. In case of any questions or difficulties please contact us at any time.

To get pricing on DETEL systems:

- Use the menu on the home page to see all products and click on the model or item of choice.
- You are now ready to use the drop down boxes to configure your system (where applicable)
- Once you've made your choices, click on "Refresh Price" at the bottom of the page (where applicable)
- Once you've updated the price, scroll back down to the bottom of the page and click on "Add to Cart".
- You will now be directed to the page containing all the items you have added to your cart. You should see the item you just added as well.

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- To continue shopping for other products click on the product line images below and return to Step 1 for instructions. If you are done shopping and are ready to place a quote, click on "Proceed to Checkout"
- At this point you may be prompted for your email ID and password you have used to create your profile in earlier steps.
- On clearing the login form, you will see the checkout page where you will be prompted to choose your contact information for billing and shipping.
- You may now enter a friendly quote name for your reference and notes if any.
- Click on "Save Quote". Your e-Quote is now saved. An email message containing the quote will be sent to your email ID. (Very Important! e-Quotes are good for only 30 days so a "detailed copy" of your equote must accompany all orders)
- Click on "Quote History" on the left hand side menu.
- You will see the placed quote on the top. Click on it and verify the information.

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DETEL State Contract Information:

- ▶ **Authorized Brand Name of Products:** DETEL
- ▶ **Name of Supplier:** DETEL Computer Solutions
- ▶ **Supplier Fein Number:** 72-1467887
- ▶ **Supplier Ordering Address:** 7845 Hwy 1, Mansura, LA 71350
- ▶ **Supplier Remit-to Address:** 7845 Hwy 1, Mansura, LA 71350
- ▶ **Supplier's Louisiana Contract Team *:**

Management

Daryl Deshotel
DETEL Wireless, LLC
Email: daryl@DETEL.com
Office: (318) 597-0303
Phone: (318) 447-
2000 (Mobile)
Fax: (318) 597-3707

Brandi Dubea
DETEL Computer
Solutions
Email:
brandi@detel.com Office
Toll Free: (866) 338-3511
Office: (225) 952-9430
Fax: (225) 952-9432

Sales

DETEL Computer Solutions
Email: sales@detel.com
Office: (225) 952-9430
Fax: (225) 952-9432

Technical Support

DETEL Computer Solutions
Email: service@detel.com
Office: (225) 952-9430
Fax: (225) 952-9432

***Special Note:** Please contact DETEL Customer Service directly with all Sales inquiries and/or Technical Support issues at 1-866-DETEL-11 (1-866-338-3511) or click [here](#) to submit your request online.

- ▶ **Contract Number:** 4400011565
- ▶ **Delivery, Maintenance, Warranty and Support Plans:**
- ▶ All computer systems purchased from DETEL Computer Solutions, LLC are subject to the following guidelines.

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- All prices quoted include Delivery, setup and maintenance plans mentioned below, unless mentioned otherwise.
- All workstations receive a 36 Month on site parts and labor warranty unless otherwise noted in pricing or quoted as such.
- Any parts that are replaced prior to the end of the warranty are covered only until the original three years expires.
- All replacement parts carry a 30 day warranty unless otherwise quoted.
- If service on your system is required, we request that you follow certain procedures to enable us to serve you in a timely manner. We have provided you with several options in reporting procedures, but the required information is the same in all.
- Call our toll free number at (866) 338-3511 FREE to report any problems. Please do not contact our technicians directly.
- When contacting DETEL Customer Service, please be prepared to provide the following information to ensure prompt service :
 - Contact Name,
 - Contact Phone Number
 - Company/Organization
 - Parish and/or School District
 - Equipment Type and Brief Description of Problem
 - DETEL Product Serial # (Usually Located on Back of Product)
 - Physical Location of Product(s)/Equipment Causing the Problem
- After you report the problem, please label the computer you wish to have serviced so the technician can find it easily. You may also fax the above-mentioned information to (225) 952-9432 to issue your Service Request.
- A technician will be dispatched to your location as soon as possible. If the system is not under a DETEL Computer Solutions warranty, you will be required to provide a purchase order number prior to scheduling of a service call.

▶ **Supplier Contact Email:** Sales@detel.com

▶ **Louisiana Office of State Purchasing Website** (Contains General Ordering Instructions) :
<http://www.doa.la.gov/Pages/osp/Index.aspx>

▶ **Louisiana OSP Catalog Contract Website** (contains general ordering instructions) :
<http://www.doa.louisiana.gov/osp/contracts/approvedcatalogs/docs/catalogpurchginfo.pdf>

▶ **General Public Home Page:** <http://www.DETEL.com>

▶ **Online Capabilities:** Ability to customize desktops and notebook configurations, place quotes, retrieve quotes and update or modify saved quote configuration.

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State Purchasing Notes:

For those entities for which this is applicable, software orders must be processed in accordance with R.S. 39.199D.