

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL ST
CONCORD NH 03301-6398

Date: July 1, 2019

NOTICE OF CONTRACT

COMMODITY: PERSONAL COMPUTER & PERIPHERAL HARDWARE (RESELLER)
CONTRACT #: 8002539
NIGP CODE: 204-0000
CONTRACTOR: Computer Hut (dba I.T. Insiders) VDR# 155697 B001
358 Main St. #2
Nashua, NH 03060
CONTACT: Kamal Masand
PH: 603- 889-7625
FX: 603-889-2840
E-MAIL: KamalM@ITINH.COM
Website: www.itinh.com
CONTRACT PERIOD: July 1, 2019 through June 30, 2022
TERMS: NET 30 DAYS
DELIVERY TIME: Ten (10) working days ARO
ORDERING: SEE ATTACHED PAGES FOR COMPLETE ORDERING AND DELIVERY INFORMATION

PRICING QUOTATIONS

The State expects to receive pricing quotations within one (1) business day. Quotes shall be honored for sixty (60) days unless there are special circumstances. These special exceptions must be clearly noted as part of any quotation.

Contractor shall utilize a system of alphanumeric identification of their quotations so that they may be referred to by that I.D. number for purposes of ordering or other means of communication.

If there is a price decrease between the time of the quote and the time of receipt of the Purchase Order the Vendor is required to invoice at the new lower price.

For the purchase of non – standard items, agencies shall get quotes from all three (3) hardware peripheral vendors.

FOR FURTHER INFORMATION CONTACT:

Direct any questions to Jennifer Jack, 603-271-3146 or Jennifer.Jack@nh.gov

ORDERING PROCEDURE

The Bureau of Purchase and Property shall issue purchase orders on behalf of the State agencies with a value over \$500.00.

Agencies may place orders with a total value of \$500.00 or less by using a State of New Hampshire purchasing card (P-card). All orders over \$500.00 must have NH Department of Information Technology approval. At time of order placement, the agency shall indicate the payment method of P-Card.

Vendor shall be capable of accepting orders via telephone, web, E: Mail & fax and use of Pcard.

Eligible participants shall utilize their own individually established ordering procedures.

DoIT hardware standards are awarded on a monthly basis. The State will request pricing from all awarded

vendors and agencies will be instructed to purchase from the low quote for each month. Pricing will be posted to the DoIT standards webpage:

<https://nhstaff.nh.gov/doit/intranet/toolbox/procurement/standardproducts.php>

DELIVERY

The Contractor shall be responsible for delivery of the ordered equipment, within fifteen (15) Business days of receipt of a Purchase Order, in its entirety and in proper working condition to the destination specified on the purchase order. If the Contractor cannot fulfill the order within this time in its entirety, they must immediately inform the agency of this with a revised delivery date. The agency then has the option to cancel the order, or granting the Contractor a waiver, through a change order issued by the Bureau of Purchase and Property.

Delivery is to be made FOB destination for all order.

Material received damaged or "Dead on Arrival" shall be replaced within four (4) business days of notification by the State. If this is not possible, the State reserves the right to cancel the order or may require loaner equipment, of at least equal functionality, to be provided until delivery can be made.

Shipments shall be properly packaged/tied; etc. to meet accepted commercial standards without any charge to the State of New Hampshire.

RETURNS

Return authorizations and credits shall be provided without a restocking fee or other penalty for all items, unless noted on the original quote provided by the Contractor and agreed to by the purchasing agency, for up to thirty (30) days after receipt of shipment. All return shipping charges shall be the responsibility of the vendor.

INVOICING

Invoicing shall be done on the basis of each order completed. Invoices shall clearly indicate the PO#, quantity, description, date of delivery, as well as the net price to the State of New Hampshire. The invoice may reflect any additional discount offered by the Vendor (i.e., earlier payment, quantity/case lot discount).

CUSTOMER SUPPORT SERVICES

The Contractor shall provide both pre- and post-sales support for the hardware, software, and peripheral equipment specified in the contract. The Contractor shall have a central contact point, available during normal working hours, for resolving customer support problems. The contact point should be someone with authority to get more difficult problems resolved.

Pre-Sales Support must include but is not limited to:

- Product Quotes
- Product Research
- Product Recommendation
- Product Specifications
- Assistance to State Agencies in configuring systems that best meet their needs.

Post-Sales Support must include but is not limited to:

- Delivery Information
- Product Return
- Invoice/Billing Issues
- Facilitate Resolution of Product Problems

OPTIONAL INSTALLATION & ACCEPTANCE

Orders for equipment may specify installation services and technical support. The Contractor shall then be responsible for assembling the system components either at the vendor's warehouse, factory, assembly plant or retail outlet, or, with prior approval, they may be assembled on-site at the State Agency location.

Installation shall consist of unpacking, removal of cartons, placing the components and related peripherals in a suitable work area (that will be provided by the State Agency), installing the system software and testing the system for proper operation within its environment. Installation may also include configuration and/or installation of application software, when applicable.

The complete system and related peripherals shall be accepted by the State Agency upon successful completion of the system installation, which shall take place within five (5) working days of delivery unless

waived by the agency. If installation is not timely, the State reserves the right to cancel the order and purchase outside the contract.

OPTIONAL EXTENDED WARRANTY

Contractor shall make available an extended manufacturer's warranty. This optional warranty period shall be at least one (1) year from expiration of the manufacturer's warranty. Replacement parts shall be from the original equipment manufacturer. Replacement components used to fulfill a warranty claim may be used or refurbished but must be warranted as new equipment.

BALANCE OF PRODUCT LINE ITEMS

During the term of contract, the State may purchase other items in relation to computer hardware peripherals from the Contractor's Balance of Product Line. All items ordered will include all shipping/charges.