

TECHNOLOGY MARKETPLACE

	Page
I. Introduction	1
II. Overview & Contracting Tiers	1
III. Technology Marketplace Contractors	1
IV. When to use	3
V. Ordering for Hardware/ Software & Maintenance	4
VI. Ordering Guidelines for Hardware/ Software & Maintenance	5
VII. Professional Service Guidelines	7
VIII. Ordering for Professional Services	9
IX. Sample Project Checklist	10
X: Tier 3: Micro-LBE Set Aside	11
XI. Ordering for Micro-LBE Set-asides	12
Appendices:	
Appendix A Tier 1 – Products and Services (Contracts over \$10 Million) Vendor Contact Information	13
Appendix B Tier 2 – Products and Services (Contracts \$2.5 Million) Vendor Contact Information	18
Appendix C Tier 3 – Micro-LBE Set-aside Contracts Vendor Contact Information	21
Appendix D OCA/Purchasing Contact Information	28
Appendix E Quote Forms	29
Appendix F Pricing Information	30
Appendix G Term Contract and Vendor Number Reference Table	32
Appendix H Technology Marketplace Product and Service Offerings	33

Version 1.1 revision summary:

1. Contract for Technology Integration Group is now live
2. Contact information updated for:
 - Intervision Systems
 - Technology Integration Group
 - Xtech JV
 - OCA IT Group
3. LBE information added to Term Contract and Vendor Number Reference Table

I. Introduction

- Technology Marketplace is the successor to the Technology Store.
- A more effective and efficient process for purchasing technology-related goods and services.
- Name changed reflects the need to facilitate a wider array of technologies and expertise for the City while expanding opportunities for small and local businesses.
- Points of contact:
 - Contact OCA for assistance in purchasing and contracting.
 - Contact Department of Technology (DT) for technical assistance.

II. Overview & Contracting Tiers

- Through an RFP process, the City has established a prequalified pool of technology contractors that provide Information Technology (IT) goods and services.
- Solicit quotes from all of the applicable Marketplace contractors within a selected tier (Tiers 1, 2, or 3) to maximize competition.
- Request quotes from contractors within a selected contract tier. **Don't** mix contract tiers when requesting quotes.
- Following contracting tiers are established under the Technology Marketplace.

Tier 1: Contracts greater than \$10M

Provides professional and specialized services, technology products, equipment, and maintenance and training services

Tier 2: Contracts less than \$2.5M

Provides technology products, consulting, maintenance and training services

Tier 3: Micro-LBE Set-asides for contracts less than \$100,000 or \$400,000

Provides computer equipment (cap of \$100,000) for computer services and maintenance (cap of \$400,000)

III. Technology Marketplace Contractors

Tier 1A – Generalists

- Central Computers
- ComputerLand of Silicon Valley
- En Pointe Technologies, Inc.
- Technology Integration Group (Pending)
- World Wide Technology, Inc.
- Xtech JV

Tier 1B – Specialists

- InterVision Systems Technologies, Inc.
- Robert Half Technology
- Stellar Services

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

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.

IV. When to use

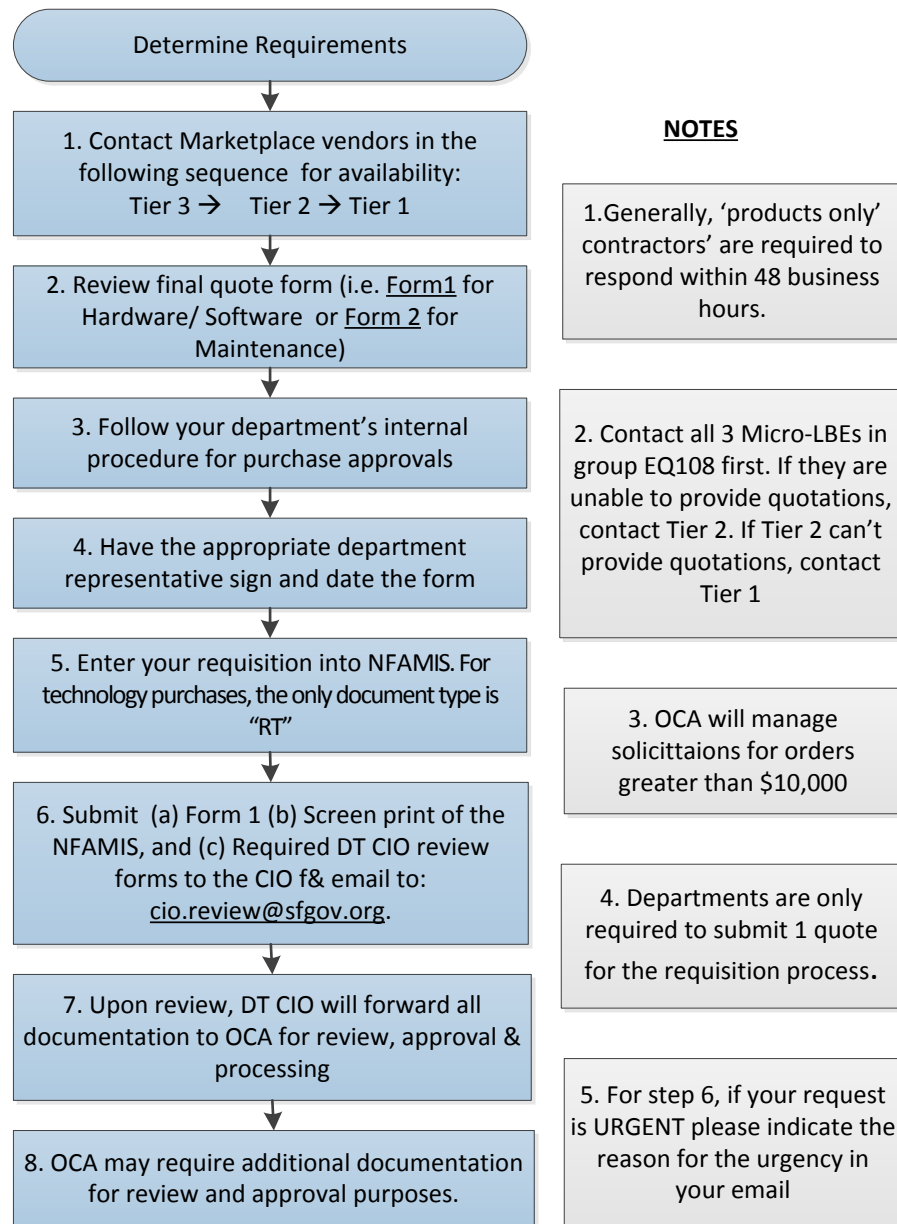
- a. Use for acquiring computer and IT-related goods; i.e., technology-related hardware or software products.
- b. Use for IT professional services after department has exhausted every reasonable effort to first obtain these services, engaging internal staff or through work ordering staff from another City departments. Please note that IFPTE Local 21 will review all professional services requests.

Exceptions:

- Marrying subcontractors: Departments can't pre-select a subcontractor for a particular project and insist that one of the Marketplace contractors use that subcontractor. 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
 - Adobe Acrobat Professional
 - VMware – All VMware software products and training credits
 - Microsoft EA Products
 - Microsoft Office 365 Subscription Services
 - CommVault Simpana Products
 - 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 for 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.
-

V. Ordering for Hardware/ Software & Maintenance

The process flow for ordering through the Marketplace is:



VI. Ordering Guidelines for Hardware, Software & Maintenance

- a. Forms 1 and 2: These are available on the OCA website: <http://sfgsa.org/index.aspx?page=384> 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. Correct address in NFAMIS if it is different.
- c. Competitive Bidding:
 - a. For orders \$10,000 and below: 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.
 - b. For orders over \$10,000: Submit a requisition and OCA will manage the competitive solicitation process for departments by using the new WebProcure e-procurement system.
- d. Pricing: Available on the OCA website: <http://sfgsa.org/index.aspx?page=384>
- 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:
 - 1. Delivered inside the building free of charge and should designate "FOB Destination."
 - 2. Delivered within 10 City business days after contractor receives purchase order, unless the product is not available from manufacturer/ distributor.
 - 3. 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. Warranties: 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. Prepayments: No prepayments are allowed in advance or for orders not delivered in full for hardware and software agreements. Prepayment maybe allowed in some cases for software maintenance services only. Departments should fully understand compliance requirements in such cases.
 - k. Packing Slips:
 - 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.
 - Some departments must complete a Materials Received Report ("MRR") for each order.
 - l. Substitutions: Substitutes are not allowed without approval from the ordering department.
 - m. Maintenance: Note terms of maintenance on the quote form and in the NFAMIS requisition. 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.
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VII. Professional Services Guidelines

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. Besides the guidelines mentioned in Section V, the following apply for professional services:

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.

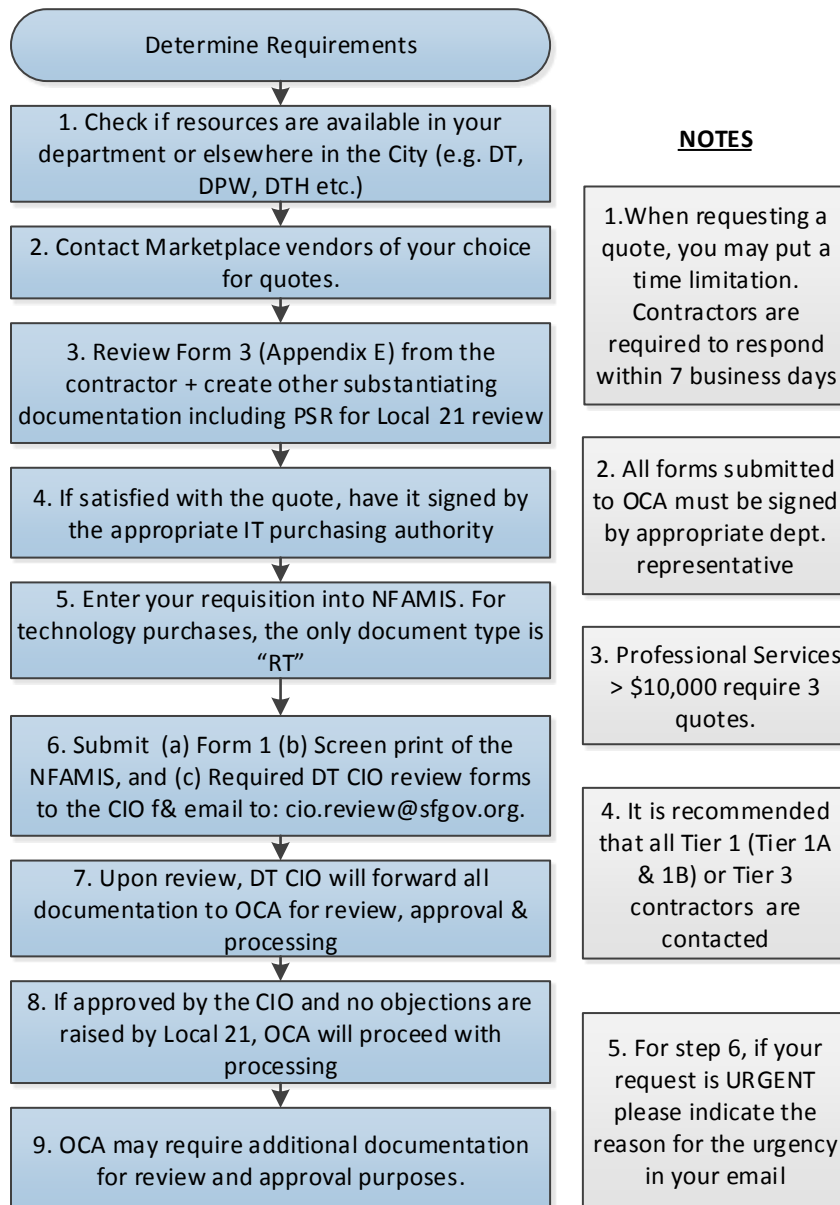
Local 21: Departments are required to justify their decision as to why the project requires the use of an outside contractor by filling Local 21's web form (available at http://www.ifpte21.org/sfitchapter/psc_info_request.shtml) for their review. Submit this form at the same time Form 3 is submitted with supporting documentation for DT CIO review.

- a. Contact Local 21 at 415-864-2100 (current contact is Pam Covington, pcovington@ifpte21.org) to discuss your project as early as possible. Local 21 will generally review within 10 business days.
 - b. If Local 21 has no objections, it will notify OCA through email.
 - c. 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 determination.
 - c. Competitive bidding:
 - a. For orders \$10,000 and below: Competitive bidding is not required. However, it is recommended that departments solicit quotes from all of the Tier 1 or Tier 3 Marketplace contractors to maximize competition.
 - b. For orders over \$10,000: Departments will manage the competitive bidding process.
 - d. Pricing: Available on the OCA website: <http://sfgsa.org/index.aspx?page=384>
 - 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.
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- f. 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.
 - g. 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.
 - h. 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.
 - i. 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.
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VIII. Ordering for Professional Services

The process flow for ordering professional services through the Marketplace is:



IX. Sample Project checklist

While each Professional Service request is different, below is a sample checklist that can be used. For any questions, contact OCA.

CHECK	ACTION ITEM
<input type="checkbox"/>	Meet with Department staff affected by this project.
<input type="checkbox"/>	Complete a preliminary SOW with project requirements and schedule.
<input type="checkbox"/>	Review the project requirements with DT.
<input type="checkbox"/>	Discuss project requirement with Marketplace contractor(s).
<input type="checkbox"/>	Request quote and supporting documentation from Marketplace contractor(s).
<input type="checkbox"/>	Review the quote for content accuracy and form.
<input type="checkbox"/>	Complete Form 3.
<input type="checkbox"/>	Have Form 3 signed by the Department IT Manager and/or Department Head.
<input type="checkbox"/>	Prepare all required supporting documentation.
<input type="checkbox"/>	Submit the project to the DT CIO and Local 21 for review.
<input type="checkbox"/>	No objections raised by Local 21 or issues resolved.
<input type="checkbox"/>	No objections raised by DT CIO or issues resolved.
<input type="checkbox"/>	Prepare milestones to payments schedule.
<input type="checkbox"/>	If required, Marketplace contractor submits a bond.
<input type="checkbox"/>	If required, prepare a cost benefit analysis.
<input type="checkbox"/>	If required, prepare a risk analysis
<input type="checkbox"/>	If required, submit a detailed list of subcontractors with contact information, names of staff working on project and payment schedule from Marketplace contractor to subcontractor.
<input type="checkbox"/>	If required, submit a copy of the agreement between the subcontractor(s) and the Marketplace contractor.
<input type="checkbox"/>	If required, notify the Marketplace contractor that the 10% retention policy will be in effect for this project.

X: Tier 3: Micro-LBE Set Aside

- 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.
 - 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)
 - Computer Training (GS131)
 - Database Development and Analysis (GS132)

Refer to Section II, for contractors awarded under the above Micro-LBE categories.

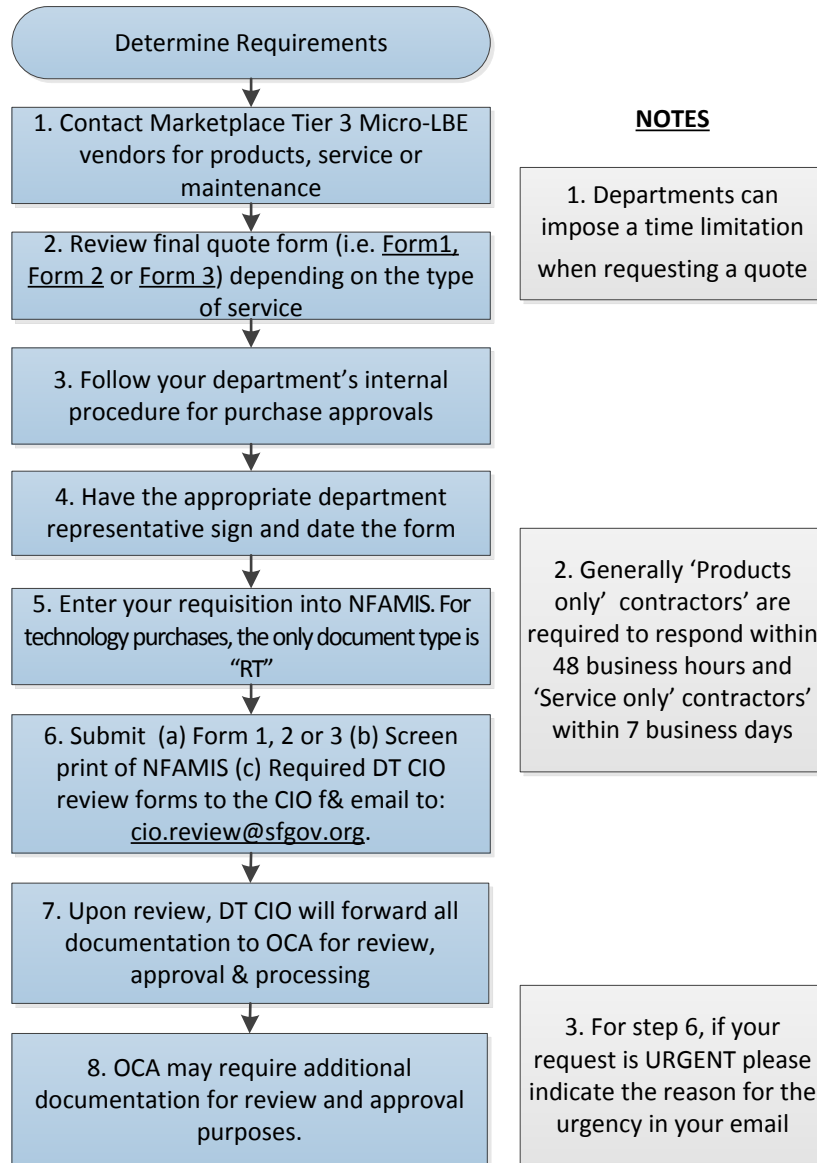
Note: It is highly recommended that all Tier 3: Micro-LBE contractors are contacted first to provide quotations. If none of the Tier 3 contractors can provide a quote, then contact Tier 2 contractors followed by Tier 1 contractors.

- Important: Always consider using the Tier 3 Micro-LBE Set-Aside contracts first
- Don't mix contract tiers when requesting quotes



XI. Ordering for Micro-LBE Set-asides

The process flow for ordering through Micro-LBE Set-aside contracts is:



Appendix A: Tier 1 Contractor Contact Information

Name of Company:	Central Computers
Website:	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

Appendix A: Tier 1 Contractor Contact Information

Name of Company:	En Pointe Technologies, Inc.
Website:	www.enpointe.com
Send all quote requests to: (email)	kjackson@endpointe.com ; mmcconnell@endpointe.com ; jmonolakis@endpointe.com ; GovTeam3@endpointe.com
Account Representative 1 Name:	Mac McConnell
Job Title:	Sales Manager
Office Phone:	310 337 5927
Cell:	650 996 7269
Email:	mmcconnell@endpointe.com
Account Representative 2 Name:	John Monolakis
Job Title:	Account Executive
Office Phone:	310 337-4569
Cell:	925 549-8259
Email:	jmonolakis@endpointe.com
Account Representative 3 Name:	Kathy Jackson
Job Title:	Inside Account Manager
Office Phone:	310 337-5206
Cell:	310 850-8498
Email:	kjackson@endpointe.com
Account Representative 4 Name:	GovTeam3
Job Title:	Back Office Sales Team
Office Phone:	310 337-5299 x2893
Cell:	none
Email:	GovTeam3@endpointe.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:	Steve 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

Appendix A: Tier 1 Contractor Contact Information

Name of Company:	World Wide Technology Inc.
Website:	Wwt.com
Send all quote requests to: (email)	ccsf@wwt.com
Account Representative 1 Name:	Jeff Hubbell
Job Title:	Account Executive - CCSF
Office Phone:	415-655-6820
Cell:	602-321-2527
Email:	Jeff.hubbell@wwt.com
Account Representative 2 Name:	Jerry Pierce
Job Title:	Account and Contracts Manager
Office Phone:	415-655-6821
Cell:	602-910-5037
Email:	Jerry.Pierce@wwt.com
Account Representative 3 Name:	Ann Smith
Job Title:	Inside Sales Rep. - CCSF
Office Phone:	800-965-3034
Cell:	
Email:	Ann.Smith@WWT.com
Account Representative 4 Name:	Kristen Korbesmeyer
Job Title:	Inside Sales Manager
Office Phone:	602-472-7235
Cell:	314-229-5449
Email:	Kristen.Korbesmeyer@wwt.com

Name of Company:	Xtech
Website:	http://XtechJV.com/team.html
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:	Debbie Vance
Job Title:	Account Manager
Office Phone:	415-355-9097
Cell:	415-361-8788
Email:	Debbie.Vance@21tech.com

Appendix A: Tier 1 Contractor Contact Information

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:	Mark Daugherty
Job Title:	Division Director
Office Phone:	415-434-4940 x 21170
Cell:	510-473-5880
Email:	Mark.daugherty@rht.com

Appendix A: Tier 1 Contractor Contact Information

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

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

Appendix B: Tier 2 Contractor Contact Information

Name of Company:	Dynamic Systems, Inc
Website:	www.dynamicsystemsinc.com
Send all quote requests to: (email)	insidesales@dynamicssystemsync.com
Account Representative 1 Name:	Linda Braak
Job Title:	Account Manager
Office Phone:	(916) 719-9446
Cell:	(916) 719-9446
Email:	linda.braak@dynamicssystemsync.com
Account Representative 2 Name:	Wendy Dougherty
Job Title:	Account Executive
Office Phone:	(916) 548-8008
Cell:	(916) 548-8008
Email:	wendy.dougherty@dynamicssystemsync.com
Account Representative 3 Name:	Tricia Cameron
Job Title:	Project Manager
Office Phone:	(310) 337-4400 x207
Cell:	(408) 666-7450
Email:	tricia.cameron@dynamicssystemsync.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

Appendix B: Tier 2 Contractor Contact Information

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
Account Representative 3 Name:	Jasmine Salmeron
Job Title:	Office Manager
Office Phone:	415 437 0701
Cell:	415 816 5181
Email:	jasmine.salmeron@cmprosinc.com

Name of Company:	SoftNet Solutions
Website:	www.softnets.com
Send all quote requests to: (email)	sfcity@softnets.com
Account Representative 1 Name:	Lisa McKenna
Job Title:	Account Manager
Office Phone:	408-542-0888 x106
Cell:	408-348-0923
Email:	lisa@softnets.com
Account Representative 2 Name:	Sanjay Mody
Job Title:	Account Manager
Office Phone:	408-542-0888 x128
Cell:	408-914-8075
Email:	sanjay@softnets.com
Account Representative 3 Name:	Krunal Gajjar
Job Title:	Systems Architect
Office Phone:	408-542-0888 x122
Cell:	510-579-1787
Email:	krunal@softnets.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

Appendix C: Tier 3 Contractor Contact Information

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)	jiimt@beta90.com
Account Representative 1 Name:	James Tang
Job Title:	Account Manager
Office Phone:	(415) 974-1188
Cell:	(415) 609-3628
Email:	jiimt@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

Appendix C: Tier 3 Contractor Contact Information

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

Appendix C: Tier 3 Contractor Contact Information

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

Appendix C: Tier 3 Contractor Contact Information

Computer System Services – GS109

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

Appendix C: Tier 3 Contractor Contact Information

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

Appendix C: Tier 3 Contractor Contact Information

Database Development and Analysis – GS132

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
Shawn Peeters Senior Purchaser (415) 554-7030 shawn.peeters@sfgov.org
Diane Handa Purchaser (415) 554-6913 diane.handa@sfgov.org
Michelle Wong Purchaser (415) 554-6217 michelle.h.wong@sfgov.org
Maria Sio Purchaser (415) 554-6212 maria.sio@sfgov.org
Jason Li Assistant Purchaser (415) 554-4564 jason.li@sfgov.org

Appendix E: Technology Marketplace Forms

Please click the following link to access the latest Technology Marketplace forms directly from the OCA website:

<http://sfgsa.org/index.aspx?page=6777>

Appendix F: Pricing Information

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. 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 mark up) of expenses directly

Appendix F: Pricing Information

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:

a. 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);

b. Contractor's out-of-town meal, travel and lodging expenses for project-related business trips, including, but not limited to:

1) 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;

2) 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;

3) 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: Term Contract and Vendor Number Reference Table

Term Contract # (Purchasing Authority)	Contractor	Vendor ID	Description of Contract Tier
TC95271	Central Computers, Inc.	90356	Technology Marketplace Tier 1A Generalist - Products and Services
TC95272	ComputerLand of Silicon Valley	67883	Technology Marketplace Tier 1A Generalist - Products and Services
TC95273	En Pointe Technologies Sales, Inc.	58893	Technology Marketplace Tier 1A Generalist - Products and Services
TC95274	Technology Integration Group - Pending	36116	Technology Marketplace Tier 1A Generalist - Products and Services
TC95275	World Wide Technology, Inc.	84759	Technology Marketplace Tier 1A Generalist - Products and Services
TC95276	Xtech JV	64607	Technology Marketplace Tier 1A Generalist - Products and Services
TC95277	InterVision Systems Technologies, Inc.	92062	Technology Marketplace Tier 1B Specialist- Products and Services
TC95278	Robert Half Technology	77671	Technology Marketplace Tier 1B Specialist- Services
TC95279	Stellar Services, Inc.	81118	Technology Marketplace Tier 1B Specialist- Services
TC95280	Ameritech Computer Services, Inc. (LBE)	62025	Technology Marketplace Tier 2A Generalist - Products and Services
TC95281	Bridge Micro (LBE)	46149	Technology Marketplace Tier 2A Generalist - Products and Services
TC95282	Dynamic Systems, Inc.	87885	Technology Marketplace Tier 2A Generalist - Products and Services
TC95283	SNS-SF, LLC JV (JV with LBE)	94626	Technology Marketplace Tier 2A Generalist - Products and Services
TC95284	AcademyX, Inc. (LBE)	74033	Technology Marketplace Tier 2B Generalist - Training Services
TC95285	C M Pros (LBE)	54631	Technology Marketplace Tier 2B Generalist - Training Services
TC95286	SoftNet Solutions	82782	Technology Marketplace Tier 2B Generalist - Products
TC95287	Beta Nineties Computer, Inc.	24602	Technology Marketplace Tier 3 Micro-LBE Set-Aside EQ108
TC95288	Diamond Technology, Inc.	66020	Technology Marketplace Tier 3 Micro-LBE Set-Aside EQ108
TC95289	Toptek Micro Center, Inc.	18565	Technology Marketplace Tier 3 Micro-LBE Set-Aside EQ108
TC95290	Beta Nineties Computer, Inc.	24602	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS093
TC95291	Epic Machines, Inc.	93494	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS093
TC95292	Beta Nineties Computer, Inc.	24602	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS109
TC95293	Delta Computer Solutions, Inc.	40358	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS109
TC95294	Diamond Technology, Inc.	66020	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS109
TC95295	Farallon Geographics, Inc.	62527	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS109
TC95296	Xterra, Inc.	82551	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS109
TC95297	Delta Computer Solutions, Inc.	40358	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS132
TC95298	Diamond Technology, Inc.	66020	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS132
TC95299	Farallon Geographics, Inc.	62527	Technology Marketplace Tier 3 Micro-LBE Set-Aside GS132

Appendix H: Technology Marketplace Product and Service Offerings

		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, Inc.	●	●	●	●	●	●	●	●	●	●	●
	Technology Integration Group - Pending	●	●	●	●	●	●	●	●	●	●	●
	World Wide Technology, Inc.	●	●	●		●	●	●	●	●	●	●
	Xtech JV	●	●	●	●	●	●	●	●	●	●	●
Tier 1B Specialists	InterVision Systems Technologies, Inc.							●	●	●	●	●
	Robert Half Technology								●	●		
	Stellar Services, Inc.								●			●
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	●	●									