



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

February 9, 2016

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: PETER KOROLYK  
DEPUTY DIRECTOR, GOVERNMENT SUPPORT SERVICES  
302-857-4503

SUBJECT: **AWARD NOTICE**  
**CONTRACT NO. GSS16768-CRM\_SOFT**  
Customer Relationship Management Software and Services

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GOVERNMENT SUPPORT SERVICES – CONTRACTING  
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202  
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## KEY CONTRACT INFORMATION

### 1. CONTRACT USE

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This is not a mandatory use contract under **Title 29, Chapter 6911(d) Delaware Code**. It is available to every state department and agency within the Executive Branch and Judicial Branch of the state government and Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants.

Under Title 29 §6933 and §6987, The State of Delaware is authorized to participate in, sponsor, conduct or administer a cooperative purchasing agreement for the procurement of materiel or nonprofessional services with 1 or more public procurement units either within the State or within another state in accordance with an agreement entered into between the participants.

A competitive bidding and selection process was conducted by the Texas Department of Information Resources (DIR), the DIR and the Vendor established a contract for the purchase of IT related services on or around June 2015 (hereinafter, "Master Agreement").

### 2. CONTRACT PERIOD

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Each contractor's contract shall expire June 11, 2016. The agreement may be renewed for three (3) additional one (1) year periods as allowed by the Texas DIR. If extended by the lead agency, through negotiation between the Vendor and Government Support Services (GSS), GSS shall retain the right to extend this contract at its discretion.

### 3. VENDORS

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FSF Vendor ID: 0000133149 (TX DIR Contract # DIR-TSO-3129)  
Carahsoft Technology Corp.  
Attn: Jack Dixon  
1860 Michael Faraday Drive, Suite 100  
Reston, VA 20190  
Phone: 703-230-7545 or 888-66-CARAH  
Fax: 703-871-8505  
Email: [Jack.Dixon@carahsoft.com](mailto:Jack.Dixon@carahsoft.com)  
Website: [www.carahsoft.com](http://www.carahsoft.com)

### 4. DIR CONTRACT INFORMATION

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All associated documents with this contract, as published by the Texas DIR, may be viewed at the following site:

[DIR Contract Number: DIR-TSO-3129](#)

## 5. ORDERING

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Prior to ordering, Agencies shall be required to have an approved DTI Business Case or otherwise comply with [Executive Order 20](#).

## 6. PRICING

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Price information may be obtained from the cognizant State Contract Procurement Officer or the vendor.

## ADDITIONAL TERMS AND CONDITIONS

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## 7. BILLING

**The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.**

## 8. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

## 9. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

## 10. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions. See Attachment A.

## 11. PURCHASE ORDERS

Agencies are required to identify the contract number GSS16768-CRM\_SOFT on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

## 12. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or

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alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

### **13. NON-PERFORMANCE**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

### **14. FORCE MAJEURE**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

### **15. AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.