BUYER’S GUIDE

**WIRELESS MANAGEMENT SERVICES**

**Basecamp Statewide Price Agreement #0573**

**OVERVIEW**

The Basecamp Program within Department of Administrative Services, Procurement Services (DAS PS) and the Office of the State Chief Information Officer, also known as: Enterprise Information Services (EIS) has established a Statewide Price Agreement (Agreement) to support Authorized Purchasers in obtaining Wireless Management Services (WMS or Services). This Agreement provides Authorized Purchasers with access to Services to manage mobile assets. This Agreement also provides mobile tools for their workforce to satisfy increasingly demands of mobile access and applications. The awarded vendor, Wireless Watchdogs, has created a [service overview document](https://oregon.gov/das/Procurement/Documents/WirelessWatchdogsServices.pdf) with further details.

# AUTHORIZED PURCHASERS

Authorized Purchasers eligible to use this Agreement include:

**OREGON STATE AGENCIES**. Oregon state agencies, departments, offices, divisions, boards, and commission; and any the following institutions of higher education in the State of Oregon: state universities, regional universities, state college, community colleges, and technical colleges.

**ORCPP MEMBERS**. Members of the Oregon Cooperative Purchasing Program (“ORCPP”), including: cities, counties, school districts, special districts, Qualified Rehabilitation Facilities (“QRF’s”), qualifying non-profits that are in contract with state and local governments, United States governmental agencies, and American Indian tribes or agencies. Full [ORCPP Member List.](https://www.oregon.gov/das/Procurement/Pages/Orcppmember.aspx)

#  SERVICES and PRICING INFORMATION

The Services provided under this Agreement, as outlined in Exhibit B, include:

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| --- | --- |
| 1. Core Features: Web Portal, User Training, Implementation, and Expense Management
2. Optimization/Right Sizing Plans (Accounts)
3. Inventory Management and Auditing
4. Invoice Consolidation and Processing
5. Billing and Accounting Dispute Resolution
 | 1. Reporting
2. Customer Support Services
3. Security Services
4. Device Cradle-to-Grave
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Pricing for Services is on a reoccurring monthly basis and is set at **$3.18 per device**.

# MAKING A PURCHASE

Authorized Purchasers can acquire the Services featured in this Agreement through Service Order Contracts (SOC). The SOC template can be found on ORPIN under Attachments or by following this link to the [Service Order Template](https://oregon.gov/das/Procurement/Documents/MSA0573_SOCTemplate.docx).

#  DEPARTMENT OF JUSTICE (DOJ) REVIEW

Authorized Purchasers that are agencies of the State of Oregon under DAS procurement authority who issue SOCs in conformance with the provisions of this Agreement are exempt from further legal sufficiency review and approval pursuant to OAR 137-045- 050(15). However, state agencies may request legal review or contact DOJ with questions at any time.

#  ENTERPRISE INFORMATION SERVICES (EIS) REVIEW

Authorized Purchasers that are agencies of the State of Oregon under the authority of the EIS must ensure all EIS requirements (e.g. ITI, Cloud Workbook, etc.) are complete prior to any acquisition under this Agreement. Please see [Statewide Policies and Guidelines](https://www.oregon.gov/das/Pages/policies.aspx#IT) for key resources.

# SERVICE ORDER CONTRACT THRESHOLD

Authorized Purchasers that are agencies of the State of Oregon under DAS procurement authority may issue SOCs under this Agreement for any dollar amount without further delegation of procurement authority from DAS. Notwithstanding the foregoing DAS delegation.

# ENTERING A SERVICE ORDER CONTRACT IN ORPIN

Authorized Purchasers that are agencies of the State of Oregon under DAS procurement authority who issues any SOC over $10,000.00 must post the SOC on ORPIN under this Agreement. For easy to use directions, please find “Entering a SOC” document under the Attachment section of the Agreement in ORPIN.

#  FOR MORE INFORMATION

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| --- |
| **Wireless Watchdog CONTACT INFORMATION:** John Gonzalez, Wireless Watchdog Representative Phone: 1-310-943-3415Email: john.gonzalez@wirelesswatchdogs.com |
| Feel free to reach out to the Basecamp team anytime. |
| **CONTRACT ADMINISTRATOR**DAS PS – Kimberly Mainwaring, State Procurement Analyst Phone: (971) 707-0081Email: Kimberly.mainwaring@oregon.gov |  | **VENDOR MANAGER**DAS EIS – Jason Rood, Strategic Sourcing Specialist Phone: (971) 383-6291Email: jason.rood@oregon.gov |

 **ABOUT THE BASECAMP PROGRAM**

This Agreement with Wireless Watchdogs is offered through the Basecamp Program. The Basecamp Program was established to provide greater access while improving the quality and delivery of information technology (IT) solutions across the state. The program provides enhanced vendor management and procurement services, including: strategic sourcing, procuring with diverse teams, supporting technology alignment, monitoring contractor compliance, improving stakeholder-contractor relationships, and working directly with Authorized Purchasers.

## Purchasing Transparency:

The Basecamp program maintains a catalog about master agreements that can be used by Authorized Purchasers to make data-driven decisions including: vendor performance, who is using the master agreements, rates being paid, solutions purchased, market related trends, and contacts to learn more.

To see what is available on the Basecamp IT Catalog visit: <https://www.oregon.gov/basecamp/Pages/IT-Catalog.aspx>

## Improvement Requests:

Basecamp’s vendor managers work with Authorized Purchasers to provide an additional layer of support with managing vendor relationships, including issue resolution. If you would like assistance, we invite you to contact us. Filling out an

improvement request will initiate this process: <https://www.oregon.gov/basecamp/Pages/Vendor-Management.aspx>

## Feedback:

To help ensure these master agreements meet the needs of Authorized Purchasers, Basecamp occasionally will seek feedback from Authorized Purchasers regarding experiences working with the master agreements and contractors. The information provided is critical to the successful use of these master agreements across the State. Authorized Purchasers’ contributions are the foundation of our performance management and aides in improving vendor engagements and procurement decisions.

The Vendor Management program sends a quarterly customer satisfaction survey to a sample of Authorized Purchasers. This survey is designed to be completed in approximately 5 minutes.

## Knowledge Center:

Basecamp has developed a resource repository for lessons learned, helpful project documents and kickoff event recordings for authorized purchasers and project teams. Learn more by following the link below to the Knowledge Center User Guide.

<https://www.oregon.gov/basecamp/Documents/Knowledge_Center_User_Guide.pdf>