

Information Technology
Master Maintenance Agreement
Offer Submittal Instructions

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What Is An MMA?

The scope of this document is to assist Information Technology (IT) hardware and software services Vendors who offer remedial or preventative hardware and/or software maintenance for products that are no longer covered under warranty by the manufacturer (Legacy Products).

Ohio agencies, boards, commissions and cooperative purchasing members may use Master Maintenance Agreement (MMA) contracts to purchase remedial or preventative maintenance on Legacy Products that are no longer covered under warranty by the manufacturer. This document will outline the MMA offer approval process, where to download the MMA submission package, how to complete the package and how to submit the paperwork for processing.

Remedial Maintenance Calls – Maintenance performed during the regular business hours of 8:00 a.m. to 5:00 p.m. When requested by Customer, remedial maintenance service will be done as promptly as practicable to correct malfunctions of the equipment or software and to make repairs necessary to restore the equipment or software to good operating condition, including the replacement of unserviceable parts. At other times, subject to the availability of the Contractor personnel, and when requested by Customer, emergency remedial service will be rendered as promptly as practicable at the then-current hourly rates of the Contractor.

Preventative Maintenance Inspections - At such times during the regular business hours of the Contractor as may be convenient for Customer, reasonable, periodic inspections of the equipment will be carried out by Contractor without charge for the purpose of testing, cleaning, lubricating and adjusting the equipment, checking its performance, replacing unserviceable parts and taking such other actions as may be deemed necessary by Contractor to maintain the equipment in good operating condition. Preventative maintenance service may be performed concurrently with remedial services.



Before proceeding, consider the following questions. If you answer “No” to any of the questions, you are not eligible to receive an MMA.

Do You Qualify for a Master Maintenance Agreement?

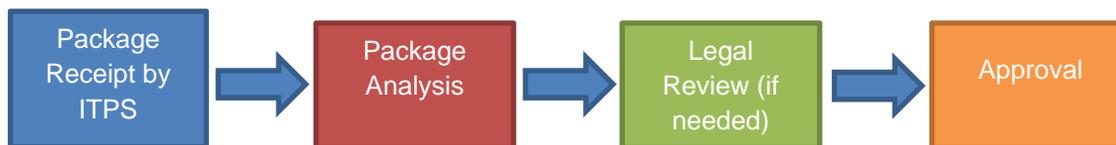
- ✓ Do you offer remedial or preventative maintenance on IT hardware or software that is no longer supported by the manufacturer’s warranty?
- ✓ Do you currently have an Ohio agency, board or commission that desires to purchase your product(s) or service(s)? (A list of Ohio agencies, boards and commissions is available at <http://ohio.gov/agencies/>)

MMA Process

This section will describe the process the vendors must follow to submit a MMA offer. The Vendor must complete the paperwork and submit it to Information Technology Procurement Services (ITPS) for processing. An ITPS analyst verifies: 1) all paperwork is completed correctly; 2) the Vendor has no findings with the Ohio Auditor of State; 3) the vendor has completed an Affirmative Action Verification Plan; 4) the vendor registered with the Ohio Secretary of State (if required).

If the Vendor has taken exception to any terms and conditions, Department of Administrative Services (DAS) legal counsel will begin negotiation with the Vendor to establish terms and conditions amenable to

both Ohio and the Vendor. Once the paperwork is verified and all terms and conditions negotiated, the contract is executed by the DAS director or designee.



NOTE: If the Vendor takes exception to the terms and conditions, processing may take longer. In most cases, the MMA will not require a legal review if exceptions are not taken, therefore reducing the amount of time to execute the contract.

Package Receipt

Once the Vendor has completed all of the necessary paperwork, it is submitted to ITPS in electronic format on compact disk. The package is inspected at a high level to ensure the required documents are submitted. Sign and date all of the documents except the contract.

Package Analysis

Once the package is received and checked for completeness, the package is assigned to an analyst. The analyst inspects all of the documents to ensure they are filled out correctly.

Legal Review

If exceptions to the terms and conditions exist, DAS legal counsel will work with the Vendor to negotiate the new terms and conditions

Approval

After the package is reviewed for completeness and legal issues are resolved, two original contracts with vendor signatures are submitted to DAS via mail to be signed by the DAS Director (or designee). Once signed by DAS, one of the signed originals is mailed back to the Vendor, the other is retained in DAS files. The Vendor is notified of award and assigned a contract number. The contract is added to the State Procurement web site and activated in the Ohio Administrative Knowledge System (OAKS) accounting system.

Submitting Your MMA Package

MMA applicants must download and complete the *Download for IT Vendors* from the State of Ohio Procurement web site. The packages can be found at <http://procure.ohio.gov/proc/ContractsMMA3.asp>. Select the link for the type of contract you are applying for (Computer / Telecom Hardware or Computer / Telecom Software). A package containing the appropriate document for the selected contract will be downloaded. Documents numbered 2 through 6 must be completed entirely or delays will occur when processing the paperwork.

Each downloadable package contains the following:

Computer / Telecom Hardware MMA	Computer / Telecom Software MMA
<ol style="list-style-type: none"> 1. Ohio MMA Instructions (this document) 2. State of Ohio MMA Contract for Computer/Telecom Hardware Vendor Terms and Conditions 3. Agency Letter (Template) 4. Offer Letter (Template) 5. Request for Taxpayer Identification Number and Certification (Internal Revenue Service W-9 Form) 6. Vendor Information Form (OBM-5657 Form) 	<ol style="list-style-type: none"> 1. Ohio MMA Instructions (this document) 2. State of Ohio MMA Contract for Computer/Telecom Software Vendor Terms and Conditions 3. Agency Letter (Template) 4. Offer Letter (Template) 5. Request for Taxpayer Identification Number and Certification (Internal Revenue Service W-9 Form) 6. Vendor Information Form (OBM-5657 Form)

State of Ohio MMA Contract Terms and Conditions

The MMA Contract Terms and Conditions are included in the package in a partially editable format. Please fill in the fields and the sections that are open for editing. Editable fields are identified by their blue text.

Agency Letter

The Vendor must submit a signed Agency Letter on state of Ohio agency letterhead. This letter starts the MMA offer review process. The Agency Letter must demonstrate: 1) agency interest in the Vendor's service(s); 2) what the Agency is interested in purchasing (i.e., Hardware or Software maintenance); 3) when the agency anticipates the purchase and 4) how much the agency intends to spend on the initial purchase. An Agency Letter template is included in the package. A complete list of Ohio agencies can be found at ohio.gov/agencies/

Offer Letter

The Vendor must submit a signed Offer Letter printed on company letterhead. The Offer Letter signifies the Vendor intends to do business with the State of Ohio and understands all of the terms and conditions. An Offer Letter template is included in the package.

Request for Taxpayer Identification Number and Certification (Internal Revenue Service W-9 Form)

Vendors complete an Internal Revenue Service W-9 Form to capture the correct entity name and federal tax identification number. Information provided on the W-9 must match information on the OBM-5657 Vendor Information Form for payment purposes. Ensure the enclosed form is completed and signed so as not to delay contract processing.

Ohio Office of Budget & Management Vendor Information Form (OBM-5657 Form)

Vendors complete an OBM Vendor Information Form to capture the correct entity name, address, contact person and federal tax identification number. Information provided must match information on the IRS W-9 Form for payment purposes. Ensure the enclosed form is completed and signed so as not to delay contract processing.

Entities wanting to do business with the State of Ohio must first register with the Ohio Secretary of State (if not registered already). Many common questions pertaining to who must register and how to register are answered at the following website:

http://www.sos.state.oh.us/Businesses/BusinessInformation/BusinessServices_FAQs.aspx

Entities wanting to establish a contract with the State of Ohio must also complete an Affirmative Action Program Verification before the contract can be awarded. More information about Ohio's Affirmative Action Program is located at the following address:

<http://das.ohio.gov/Divisions/EqualOpportunity/AffirmativeActionProgramVerification.aspx>

DAS will verify that potential vendors have completed their Ohio Secretary of State certification and Affirmative Action Program Verification before processing any paperwork.

Preparing your MMA Offer Package

Prepare one electronic version of each document in your MMA offer package using the appropriate Microsoft Office or text-searchable PDF format and place them on a Compact Disk (CD). The MMA Contract Terms and Conditions containing your data in the specified sections must be on the CD as a Word (.doc) file. Label your CD "MMA Offer" and include your company name, and the date of your offer.

We do not accept emailed versions.

Your MMA offer CD must include the following:

MMA Submittal Package Checklist

- A copy of the **MMA contract** appropriately filled out and in Word format but not signed.
- State of Ohio Agency Letter** stating interest in purchasing your products or services. Offer will not be processed without this letter.
- Offer Letter** – completed and originally signed on your company letterhead.
- Form W-9 Request for Taxpayer Identification Number and Certification** – completed and originally signed. W-9 forms are available in the package or may be downloaded from the Ohio Shared Services website (<http://ohiosharedservices.ohio.gov/Vendors.aspx>).
- Form OBM-5657 Vendor Information Form** – Completed and originally signed. The form is available in the package or from the Ohio Shared Services website (<http://ohiosharedservices.ohio.gov/Vendors.aspx>).

Please address your MMA offer to:

Ms. Rose Perkins
Department of Administrative Services
IT Procurement Services
4200 Surface Road
Columbus, OH 43228-1395

All Master Maintenance Agreement offers are subject to review and acceptance by the Department of Administrative Services.