

## DEPARTMENT OF THE INTERIOR

### FREQUENTLY ASKED QUESTIONS

Dynamic Systems offers the U.S. Department of the Interior, and its authorized affiliates, this IDIQ contract for the procurement of UNIX SPARC servers. We provide an efficient online shopping site and order placement system, BIOS/configuration information, driver library, bar-coded asset tagging, expedited on-time delivery, warranty support, reporting and dedicated account personnel.

Q: What are the specific details of the contract?

- Contract Number: L11PC00039
- Contract Period: 4/2011 - 3/2013 (Options Years to 2016 Available)
- Contract Type: Blanket Purchase Order; DOI-Wide Acquisition Contract
- Who Can Order: Department of the Interior authorized users including all bureaus, orrices, territories, etc.
- Products: Oracle's Sun hardware, software, installation, data retention and support
- Surcharge: An industrial fee of 1% is to be applicable for each product purchased on this contract.
- Delivery: 30 Days or Less ARO
- FOB Point: Destination
- Payment Terms: Net 30 Days

Q: What servers are available through this contract?

Oracle SPARC Servers and applicable software, installation, support and data retention are available through this contract. As of April 2011, the specific servers available include the M3000, M4000, M5000, T3-1 and T3-2.

Q: How do I receive a quote from Dynamic Systems?

- Email your quote request as follows:
  - If you are on the East Coast, send your request to your account manager [Chris.Gretchen@DynamicSystemsInc.com](mailto:Chris.Gretchen@DynamicSystemsInc.com)

- If you are on the West Coast, send your request to your account manager [Ron.Wilburn@DynamicSystemsInc.com](mailto:Ron.Wilburn@DynamicSystemsInc.com)
- You can copy our Inside Sales team or send directly to them at [InsideSales@DynamicSystemsInc.com](mailto:InsideSales@DynamicSystemsInc.com)
- Or you can call us at:
  - If you are on the East Coast, call your account manager Chris Gretchen at 443-803-5010 (office and cell)
  - If you are on the West Coast, call your account manager Ron Wilburn at 720-266-4350 (office) or 303-437-0676 (cell)
  - Our Inside Sales team is available at 310-337-4400 ext 2
  - Toll Free is 877-DSI-4GOV (877-374-4468)

Q: How do I place an order with Dynamic Systems?

- Get started at [www.doi.gov/ocio/erm/hardware](http://www.doi.gov/ocio/erm/hardware) - the internal DOI link to access Dynamic Systems' portal for configurations and ordering.
- You can also access our DOI-dedicated catalog directly at [www.suppliersolutions.com/dynasys](http://www.suppliersolutions.com/dynasys)
- Email your purchase order to [InsideSales@DynamicSystemsInc.com](mailto:InsideSales@DynamicSystemsInc.com)
- Fax your purchase order to 310-347-4400
- Mail your purchase order to Dynamic Systems at 124 Maryland St, El Segundo, CA, 90245
- Call your account manager (see above) or 877-DSI-4GOV (877-374-4468)

Q: Who should I call to report problems with systems, obtaining order status or for making general inquiries?

- Call Dynamic Systems at 877-DSI-4GOV (877-374-4468), press 0 for Operator to redirect your call appropriately

Q: Who are the main points of contact on this contract?

- Dynamic Systems' Key Contacts:
  - Lisa Jensen, Contract Manager  
310-337-4400 x222 Office  
310-710-2025 Cell  
[Lisa.Jensen@DynamicSystemsInc.com](mailto:Lisa.Jensen@DynamicSystemsInc.com)
  - Chris Gretchen, Account Manager, East Coast  
443-803-5010 Office  
443-803-5010 Cell  
[Chris.Gretchen@DynamicSystemsInc.com](mailto:Chris.Gretchen@DynamicSystemsInc.com)

- Ron Wilburn, Account Manager, West Coast  
720-266-4350 Office  
303-437-0676 Cell  
[Ron.Wilburn@DynamicSystemsInc.com](mailto:Ron.Wilburn@DynamicSystemsInc.com)
- Inside Sales  
877-DSI-4GOV Toll Free  
310-337-4400 ext 2 Office  
[InsideSales@DynamicSystemsInc.com](mailto:InsideSales@DynamicSystemsInc.com)
- Oracle Key Contacts:
  - Jeff Knight, Hardware Sales Executive  
303-717-6299 Office  
[Jeff.Knight@Oracle.com](mailto:Jeff.Knight@Oracle.com)
  - Bill Shaughnessy, Inside Hardware Sales Representative  
781-565-1891 Office  
[Bill.Shaughnessy@Oracle.com](mailto:Bill.Shaughnessy@Oracle.com)