**How to Use GETS Ready Contracts**

GETS Ready contracts are managed service contracts for voice, network and computing services through the Georgia Enterprise Technology Services (GETS) program.

Program Overview

GETS Ready was created in 2017 to provide Georgia Enterprise Technology Services to more entities around the State of Georgia. By leveraging Georgia Technology Authority’s (GTA) purchasing power through the existing GETS program, GTA negotiated a series of contracts for technology services such as Voice, Wireless Access Network (WAN), Mainframe Services, Server Hosting, Managed Security, and more. Through GETS Ready, many Georgia-based public entities can now receive technology services with greater choice among a larger set of providers. For a full listing of the GETS Ready contracts, visit <https://gta.georgia.gov/services-contracts> or visit the Department of Administrative Service statewide contract index at the following link: <http://doas.ga.gov/state-purchasing/statewide-contracts>.

This guide explains how customers can procure services under this contract and answers frequently asked questions.

Chapters:

* Who Can Use this Contract
* How to Request and Order Services
* Pricing
* Invoicing/Payments
* Contact Information – GETS Ready Business Team
* Important Links
* Frequently Asked Questions

Who Can Use this Contract

**Georgia-based public entities** whose procurement departments allow purchases from state contracts are eligible to use GETS Ready. The 14 executive branch state agencies that fall under the GETS program must receive prior approval from GTA before making purchases under this contract. For questions on eligibility, contact the GETS Ready Business Owner named in the GETS Ready Contacts section.

Examples of eligible public entities:

* Cities
* Counties
* Political subdivisions, such as Boards of Health
* Local boards of education
* Public universities
* Judicial branch, local court systems
* State agencies not part of the GETS program

How to Request and Order Services

1. Review the GETS Ready Contract for Services, Customer Purchase Agreement, and Service Provider website for information on pricing and services. ***Users who wish to view the Service Provider’s website must have their email addresses authenticated prior to entering the site.*** ***Please allow up to 24 hours for this process.***

2. Contact the Service Provider for more information. Service Provider contact information is available on the Service Provider website.

3. Complete the Customer Purchase Agreement (CPA) and submit the CPA to the Service Provider. Include any necessary additions or attachments to the Agreement, such as Customer Rules.

Pricing

The rates listed by each Service Provider are negotiated ceiling prices for the Georgia GETS Ready program. *Negotiated prices are “not-to-exceed” prices, and lower pricing may be negotiated by the entity or Service Provider in the event of high volume sales. Please contact the GETS Ready Service Provider for more information on volume discounts.*

Invoicing/Payments

Customers will be invoiced directly by the Service Provider. Service Providers reserve the right to terminate services in the event of unpaid invoices, pursuant to the Customer Purchase Agreement. Customer must present a tax exemption certificate to the Service Provider if requested.

Any change in services must be completed through a Change Order request submitted to the Service Provider. In most instances, the Service Provider will provide the Change Order form to the Customer.

Important Contact Information

**GETS Ready Toll-Free Number**

1-800 GEORGIA (ask to be connected to GETS Ready)

1‑800‑436‑7442

**GETS Ready Business Owner**

(Customer Eligibility, General Questions)

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**GETS Ready Contract Manager - Voice, Wireless Access Network (WAN)**

(Procurement and Contract Information, Forms)

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**Infrastructure Services**

(Procurement and Contract Information, Forms)

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Important Links

**GETS Ready Services Contracts Listing**

<https://gta.georgia.gov/services-contracts>

**Department of Administrative Services Statewide Contract Listing:**

<http://doas.ga.gov/state-purchasing/statewide-contracts>

Procurement Information

**Infrastructure Services**

**RFQC# 98000-000000-1647**

NIGP Codes Assigned: 95870, 95877, 95888, 95889

<https://ssl.doas.state.ga.us/PRSapp/PublicBidNotice?bid_op=16980009800-0000001647>

**Managed Network Services**

**RFQC# 98000-000000-1102**

NIGP Codes Assigned to Bid: 72531, 72584, 93972, 95870, 95889

<https://ssl.doas.state.ga.us/PRSapp/PublicBidNotice?bid_op=149800098000-0000001102>

Frequently Asked Questions

**1. Are GETS Ready contracts mandatory statewide contracts or statewide managed service contracts?**

GETS Ready contracts are managed service contracts only.

**2. Were the GETS Ready contracts the result of a competitive procurement? Where do I find a record of the procurement?**

GETS Ready Infrastructure contracts were competitively procured as a result of RFQC 98000-000000-1647. More information on this RFQC can be found on the Georgia Procurement Registry at: <https://ssl.doas.state.ga.us/PRSapp/PublicBidNotice?bid_op=16980009800-0000001647>. If you have additional questions about this procurement, please contact the GETS Ready Infrastructure contract manager.

GETS Ready Managed Network Services contracts were competitively procured as a result of RFQC 98000-000000-1102. More information on this RFQC can be found on the Georgia Procurement Registry at:

<https://ssl.doas.state.ga.us/PRSapp/PublicBidNotice?bid_op=149800098000-0000001102>

If you have additional questions about this procurement, please contact the GETS Ready Managed Network Services contract manager.

**3. What advantages are there to a Georgia public entity for using a GETS Ready service contract versus issuing an RFP?**

The first advantage is overall ease of procurement, since the GETS Ready contracts are the result of a competitive procurement (see Question 2). Customers also have the additional option to request quotes from several GETS Ready providers using a Request for Quote or Statement of Need, in order to compare pricing or to receive bulk price offerings, which may offer significant savings to your entity.

**4. If I am one of the 14 GETS executive branch agencies and would like to purchase GETS Ready services, is there an approval process?**

GETS executive branch agencies should work directly with their Agency Relationship Manager (ARM) to route this type of request. Typically, eligibility for GETS Ready services for GETS agencies require approval by GTA.

**5. For how many years does the Customer Purchase Agreement last?**

Purchase Agreements generally last three years, but GETS Ready allows the option for a different term period to be negotiated between the Customer and the Service Provider in accordance with the Customer’s procurement guidelines. Purchase Agreements can be terminated prior to the expiration date, but please contact your Service Provider for information on any transition activities that may need to occur.

**6. Can I add terms and conditions to the Customer Purchase Agreement? What if my organization has certain policies that should be complied with?**

Some Customers may have specific security requirements or customer-specific rules and policies. GTA has created a Customer Rules attachment to the Customer Purchase Agreement (Exhibit 3, Attachment C) for this specific purpose. In addition, GETS Ready allows separate negotiation of insurance terms, if the Customer’s insurance program requires additional or unique types of coverage. Overall, GTA worked to draft Terms and Conditions in its Customer Purchase Agreement that would be favorable to most public entities, so we do not anticipate that any Terms or Conditions would require modification.

**7. Is there a minimum order threshold required in order to use the contract?**

No, there are no minimum order thresholds.

**8. What form of payment do Service Providers accept? Can I use a purchasing card?**

Service Providers will invoice customers directly. Acceptable payment methods should be confirmed with the Service Provider beforehand. Purchasing cards can be used pursuant to your entity’s internal procurement policies and purchasing card limits.

**9. How do I change or cancel services?**

For order changes and cancellations, please contact your Service Provider. Typically, modification of services can be completed by use of a Change Order form provided by the Service Provider.

**10. Who do I contact if there is a problem with my bill or my service?**

GETS Ready contracts have an escalation procedure. Initially, all issues must first be reported to the Service Provider. If the problem remains unresolved, then customers should contact the GETS Ready Business Owner.

**11. Do GETS Ready services include features like a Service Desk?**

Most GETS Ready contracts, depending on the service, do have some aspect of a service desk as an option. How that option is presented in each service contract will vary (i.e., per ticket, flat charge, etc.). Please contact the Service Provider to confirm specific details.

**12. Does GETS Ready include consulting services? What if I need consulting services in addition to the services in the GETS Ready catalog?**

GETS Ready services include consulting services that are necessary for the delivery of the specific services under the contract. Consulting services that do not fall under that category, such as general IT or project-based consulting, are not offered. If you wish to procure these types of services, please consult your Agency Procurement Officer for guidance.

**13. What if there is a service that my entity would like to order that is not in any of the Service Providers’ catalogs? Can GTA add those services, and how long does it take?**

If there is a service offering that is not yet included in the GETS Ready catalog, customers should contact the Service Provider. GTA will review the service being requested and determine whether the service is appropriate for the GETS Ready program. GTA expects GETS Ready catalog additions can take place within one week, depending upon the complexity of the service.

**14. What is the purpose of the NIST Worksheet (Exhibit 3, Attachment D) in the contract?**

The State of Georgia has adopted the federal NIST security framework as part of its statewide security policy. The worksheet simply asks Service Providers to identify available security controls, and in many cases they have taken the opportunity to describe their approach to these controls. This is a way of assuring transparency for customers. The worksheet does not assure that each Customer’s specific security needs will be met – Customers will need to negotiate the details of their needs directly with the Service Provider, and in some cases will need more detailed security descriptions in a Statement of Work that would become part of the Customer Purchase Agreement. While not all GETS Ready customers must comply with State policies, you may still find the worksheet useful as a starting point for negotiating security requirements.

Please note the response categories on the worksheet define roles as either “Provider,” ”Customer,” or “Shared.” For the following categories listed below, there may be scenarios where action is required from both the Service Provider and Customer, but these actions are not “shared.” For example, training is often a requirement for both Service Provider and Customer, but it may not be a shared requirement because the training needs can vary between the Service Provider and the Customer. For these categories, if the Service Provider has marked a control as their role, the customer may still have a form of that requirement for themselves as well. If you have further questions about this document or other questions related to State policy, GTA’s Security team can help you.

* AT Awareness and Training
* AU Audit and Accountability
* PL Planning
* CA Security Assessment and Authorization
* PS Personnel Security
* RA Risk Assessment
* CP Contingency Planning
* IR Incident Response
* PM Program Management