

# FAQ: FREQUENTLY ASKED QUESTIONS ABOUT THE DELL SPI BPA FOR SMALL AGENCIES

As of 6/13/2006

1) QUESTION: How do I order from the new BPA? Is there a special Dell website I should use?

**Answer: Yes! Dell has set up a special "Dell Premier Page" for our Small Agency CIO Council BPA. In order to obtain a username and password for this special site, please send an e-mail to:**

*Janna Harrington  
Account Manager  
Dell Federal Systems  
512.724.6325 (work)  
512.283.6325 (fax)  
janna\_harrington@dell.com*

**To learn how to use the Dell Premier Pages, check out the document called "Instructions for Using Dell Premier Pages" which is on the SAC website at [http://www.sac.gov/cio/index\\_CIOlanding\\_spi\\_list\\_dell.html](http://www.sac.gov/cio/index_CIOlanding_spi_list_dell.html)**

2) QUESTION: If I call Dell for assistance, is there a special contact number for help on SAC BPA issues? Is there a special BPA number or code I should reference when talking to Dell?

**Special BPA code that should appear on any quotes from Dell:**

**Contract #: GS6385**

**Customer Agreement Number: SECHQ1-06-A-0200**

**If you see these on a Dell quotation, then you can be sure you got the pricing as defined in the BPA (better than GSA, which is contract# 10107).**

3) QUESTION: My contracting officer wants to use a credit card. Is that OK? Who should she call at Dell?

**Answer: Credit cards are acceptable. The agency's corresponding Inside or Outside Sales rep, as well as Dell's Rapid Response team can process such orders. The CO should be sure to tell the salesperson to apply Contract # GS6385 so that the appropriate pricing will be used. Once the special BPA "Premier Pages" are established, credit cards should be valid for purchasing there, too.**

4) QUESTION: My contracting officer wants to use a Purchase Order. To what address should she send it?

**Answer: The agency's corresponding Inside or Outside Sales rep, as well as Dell's Rapid Response team can process orders with PO's. The PO should be sure reference Contract # GS6385, as a valid Dell quote or E-quote number, so that the appropriate pricing will be used.**

5) QUESTION: What is the advantage to using the BPA over getting special deals with Dell?

**Answer: The BPA will yield savings over Dell's standard GSA pricing. Small unit deals that would normally not merit any additional discounts will receive better pricing using the new BPA (vs. GSA pricing). Larger unit deals should be discussed with the appropriate Dell inside or outside sales rep to determine if pricing better than the BPA is available. For example, the 183 printers the SEC purchased last Friday were purchased using a special, time-based discount that was greater than the discount offered on the BPA.**

6) QUESTION: I heard that Dell was running some kind of special introductory pricing. What is the deal with that?

**Answer: Yes, through September 30, 2006, Dell is adding an extra 25% off your order. So this is a significant discount over the already low prices on the BPA.**