



Michigan Master Computing Program How to Guide for End-Users

Call Us: 800.434.4332

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Michigan Master Computing Program How to Guide

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Award Information:

Insight Public Sector (IPS) award includes Licensed Software, Software maintenance, and associated professional services. Key Publishers are: Microsoft, CA, Compuware, IBM, SAP and Novell.

Key Dates:

Start Date: 7/15/2016

Current End Date: 7/31/2026

Contract may be renewed at the discretion of the State, in 1, 3, or 5 year periods.

Entities that can use MMCP:

This Contract is open to State agencies and MiDEAL members. A current list of MiDEAL members is available at www.michigan.gov/mideal

Product & Services offering:

- Commercial off the Shelf (COTS) which is non-customized software, pre-packaged software.
- Software maintenance, defined as related standard commercial Software Publisher's software support services, which may come bundled with software license or sold separately.
- Pre-configured, pre-integrated Software appliances, such as a Google search appliance or a Symantec appliance.
- Onsite software field technical support and security incident response services at the State's discretion
- Assessment, Installation, Integration, and Implementation services

Out of scope:

- Desktop Application commodity product training required by the State for End-users
- Staff Augmentation Services as it relates to consultants and specific tool sets not mentioned in this Contract
- Software Development
- DTMB shall define what professional services are not allowed to be purchased through this Contract for State agencies.

IPS Key Contacts for MMCP:

- **Overall Account Relationships:**

Account Executive:

Mike Stetson

614-364-5928

Mike.Stetson@insight.com

Account Executive K-12:

Randy Walls

616-328-7006

Randy.Walls@insight.com

- **Order Status, invoicing and quotes:**

Inside Account Executive:

Brian Woods

800-434-4332

mmcp@insight.com

Inside Account Executive

Brooks Barthel

800-434-4332

mmcp@insight.com

- **Assists with service solutions & manages Statement of Work (SOW) processes:**

Services Account Executive

Peter Gleek

614-579-3220

Peter.Gleek@insight.com

- **The following escalation path has been established should end-users experience a lack of expected service.**

Contract Program Manager

Mike Stetson

Office: 614-456-2121 Cell: 614-456-2121



Sales Market Leader

Kevin Hallihan

Office: 630-924-6806 Cell: 630-215-3032



Vice President, IPS

David Cristal

Office: 480-333-3000 Cell: 480-231-2473

MMCP Website:

The website URL is <http://www.insight.com/mmcp>. This portal was created to help users easily find contract product information on a wide variety of software publishers and services.

1. Open the website by entering in the portal URL in the web browsers.
 - a. <http://www.insight.com/mmcp>
2. (Scroll down towards the bottom of the page.)
 - a. Double click your agency type desired:

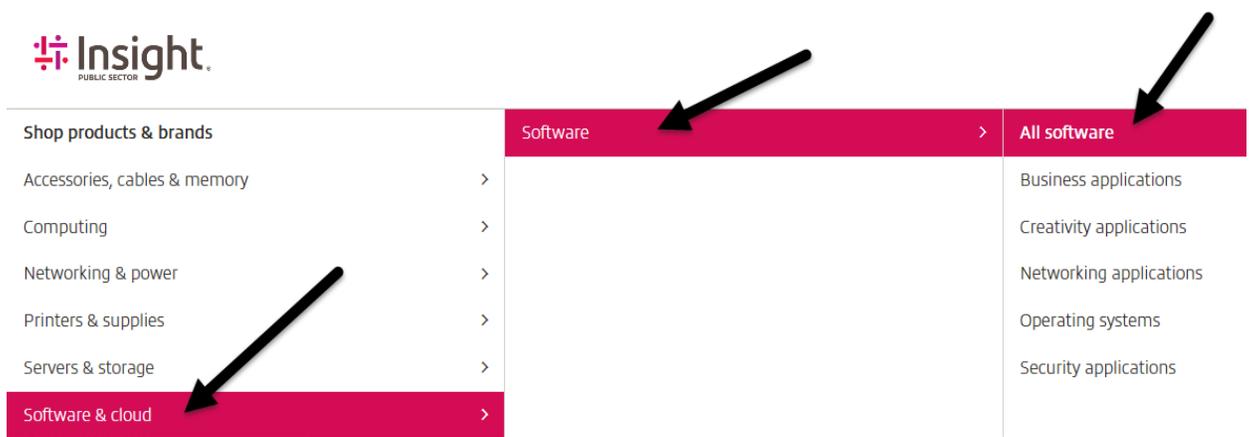
To view contract pricing, click on the appropriate link below:



3. This will open up the Insight MMCP contract pricing quote and order web experience. Within this site, you will be able to search for software products in many different ways.
 - a. Search by **Publisher Name / Application**
 - i. Select the "Buy" tab on the top of the header bar.



- ii. Next, select Software & Cloud → Software → All Software or Application type.



- iii. Then filter by the publisher(s).

▼ Category	
<input type="radio"/> Applications	12,266
<input type="radio"/> Software Service/Support	8,712
<input type="radio"/> Operating Systems	25
<input type="radio"/> Reference Material	1

▼ Manufacturers	
<input type="radio"/> AVG TECHNOLOGIES	4,186
<input type="radio"/> VMWARE	2,328
<input type="radio"/> MCAFEE	2,176
<input type="radio"/> KASPERSKY LAB, INC.	1,169
<input type="radio"/> ESET SOFTWARE	1,003

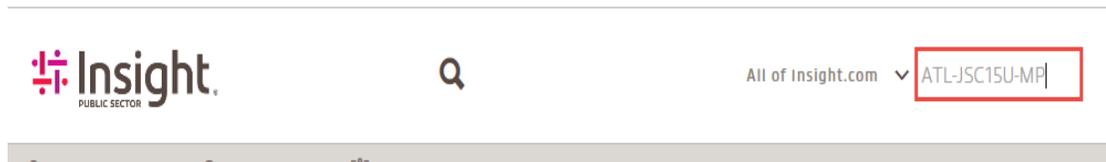
More ▼

b. Search by **Part Number**.

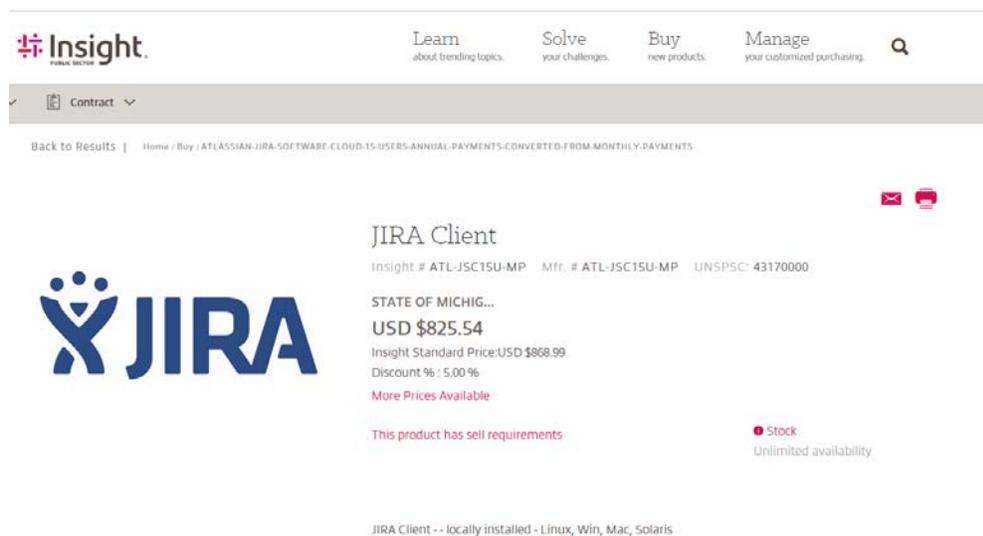
i. Click on the magnifying glass icon in the far right hand corner.



ii. Then enter the part number directly in to the box. (Hit Enter)



iii. If the part number is valid, the product information page will pull up the results with the contract pricing.



If the part number is not showing up or if you not able to find the product by searching, please contact your sales representative at (800) 434-4332 or mmcp@insight.com.
<http://www.insight.com/mmcp> or <http://www.ips.insight.com/mideal>

Return Policy:

The return policy for hardware and software varies by the OEM or software publisher. On certain products, manufacturers have explicit return procedures and policies. Since Insight does not manufacture the product, we must adhere to certain procedures established by the respective manufacturer. However, Insight will always work on the client's behalf to get approval for returns whenever possible. Without approval from the OEMs, custom-built devices are non-returnable. Insight will work with the State and applicable OEMs on a case-by-case basis to settle any return issues.

Clients must obtain a return material authorization ("RMA") number before any product can be returned. A return authorization number can be obtained via the State's sales representatives at (800) 434-4332 or mmcp@insight.com. Should product be returned without an RMA number, it may be refused and returned to the client. Insight will strive to provide RMAs to the client within 24 hours of the request. Because many returns require an authorization from the manufacturer first, the return authorization may take longer than 24 hours to obtain. Insight will work with the manufacturers to ensure this process is managed in a timely fashion.

For some software publishers, a letter of destruction may be required for the client to sign. This does vary by publisher and by type of purchase.

Once an RMA is obtained by the client, Insight will assist the client in getting a replacement or grant a credit to be applied to future purchases. Credit will be issued upon receipt and processing of the returned equipment.

If an order is received shorted or visibly damaged, clients should tell the carrier while the carrier is still there and should make a note on the packing slip. If an order is received internally damaged, mislabeled or has an overage, clients should keep all original packaging and notify the dedicated sales representative referenced above within 10 days of receipt.

All defective or dead-on-arrival (DOA) product will be repaired, replaced or credited depending on the manufacturer's warranty. It is important to note that products are provided on an "AS IS" basis without warranty of any kind by Insight, either express or implied. Insight is not the manufacturer of products offered under this Program. Insight's role under this Program is solely that of a reseller of Products. As such, Insight shall pass through to clients, to the extent available, any supplier written warranties associated with products purchased from Insight.