



How to Use This Contract

Cloud Solutions (43230000-NASPO-16-ACS)

Contractor information, pricing, and contract documents are located on the contract webpage at https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/alternate_contract_source/cloud_solutions.

SUNCOM

- In accordance with subsection 282.703(5), Florida Statutes, “All state agencies shall use the SUNCOM Network for agency telecommunications services as the services become available.” Services available from SUNCOM can be found at <https://www.dms.myflorida.com/suncom>. If you have any questions regarding the services that are available through SUNCOM, please contact the Division of Telecommunications at 888-478-6266, then press 3 for assistance.

State Agencies

- The State of Florida’s online procurement system, MyFloridaMarketPlace (MFMP), is the preferred method for placing orders and making payments for this contract:
 - Create an electronic quote (eQuote) in [MFMP Sourcing](#); for additional information, visit https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_agency_customers/mfmp_university/electronic_quotes_equotes. The eQuote/RFQ must contain applicable service and deployment model(s), data security classification, service level agreement requirements, and exit strategy considerations.
 - Create a requisition/purchase order in [MFMP Buyer](#); for additional information, visit https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_agency_customers/mfmp_university/requisitions_purchase_orders. Attach a completed [Contractor Selection Justification Form](#) to the purchase order.
 - **CATALOG TYPE:** None - Create a requisition and click the ‘Create Non-Catalog Item’ button. In the ‘Supplier’ field, use the appropriate contractor’s FEIN, as provided on the contract webpage; in the ‘State Contract ID’ field, select the contract number shown above from the drop-down menu.
 - **COMMODITY CODE:** Select the most appropriate eight-digit commodity code under 43230000; the current list of commodity codes activated in MFMP is located at

https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/commodity_codes.

- **METHOD OF PROCUREMENT:** C - Alternate contract source
- Please use the appropriate contractor's FEIN, as provided on the contract webpage, when making payments in the Florida Accounting Information Resource (FLAIR); also, please use the appropriate contractor's FEIN when recording purchasing card (PCard) payments in FLAIR.

Eligible Users

- Eligible users, as defined by [Rule 60A-1.001, Florida Administrative Code](#), may contact the contractor(s) directly to place an order using this contract; contractor contact information is accessible from the contract webpage.

Frequently Asked Questions

- Can I purchase from a vendor outside of this contract if they offer better pricing?
 - State agencies are encouraged to use alternate contract sources for the added savings and convenience that may be realized; however, agencies are not required to purchase commodities and contractual services from alternate contract sources. If an alternate contract source is not utilized, agencies must follow proper procurement methods.
- What should I do if I have an issue with the contractor?
 - If you are unable to resolve an issue with a contractor, you may contact the contract manager listed on the contract webpages to explore additional options. These options include: complete a vendor performance survey online to document the issue, work with the contract manager to elevate the issue with the contractor representatives, or submit a vendor complaint that requires a formal response from the contractor.

Contact Information

- If you have any questions or require assistance specific to this contract (e.g. pricing, contract requirements, etc.), please contact the contract manager listed on the contract webpage.
- If you have any questions or require assistance specific to MFMP (e.g. system access, purchase orders, catalogs, etc.), please visit the Division of State Purchasing's MFMP webpage located at https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace.