

FAA STRATEGIC SOURCING FOR THE
ACQUISITION OF VARIOUS EQUIPMENT
AND SUPPLIES (SAVES) PROGRAM

ORDERING GUIDE



Red River

TECHNOLOGY DECISIONS AREN'T BLACK AND WHITE. **THINK RED.**

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What is the SAVES Program?

The Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) Program enables FAA to purchase commodity products for less while maintaining or improving the quality of purchases and our suppliers' service levels. There are numerous categories of products available via SAVES, including IT Hardware.

Visit the SAVES webpage for complete information.

About the SAVES IT Hardware Category

In August 2019, the FAA implemented a new, multiple-award SAVES contract vehicle that gives four suppliers the opportunity to provide the lowest-cost price on IT Hardware products, including servers, storage systems, network devices, personal computing devices, and peripherals.

The four suppliers are:

Supplier Name	Contract Number	Contact / Email Address
Red River	692M15-19-D-00014	FAASaves@redriver.com
Iron Bow	692M15-19-D-00015	SAVESITHW@ironbow.com
CDWG	692M15-19-D-00007	tomale@cdwg.com
Force 3	692M15-19-D-00013	FAASavesSales@force3.com

As a result of the new SAVES IT Hardware contract vehicle, there are several important changes to the SAVES procurement process for these items.

Who can order IT Hardware products via the SAVES Program?

Only approved individuals in the organizations below are authorized to make IT hardware purchases:

- AIT will purchase IT equipment that support FAA personnel and the FAA's Mission-Support domain
 - If you need IT equipment, complete the Hardware Request form located in the [MyIT Service Catalog](#). If your needs are complex, reach out to your [AIT Business Partnership Manager](#) for guidance.
- ATO will purchase IT equipment that supports FAA's National Airspace System (NAS) domain
- NextGen will purchase IT equipment that supports FAA's Research & Development (R&D) domain
- ESC will purchase IT equipment for use by its customers

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How do I order IT Hardware products via the SAVES Program?

All FAA personnel who are responsible for purchasing IT Hardware products, and/or researching available solutions, must follow the process below.

- Authorized FAA personnel **MUST** contact multiple vendors to obtain price quotes per the directions below. It is **NOT ACCEPTABLE** to contact just one vendor.
- **Step One:** If you do not know exact product requirements, complete the [Request for Information \(RFI\) form](#) (PDF) and send it in an e-mail with all four of the SAVES vendors listed in the Bcc field (you may skip this step if you know your exact requirement including part numbers).
- **Step Two:** Once you know your part numbers, item description and quantities, complete the [Request for Quote \(RFQ\) form](#) (PDF) and send it in an e-mail to the applicable vendors listed in the Bcc field to obtain price quotes.
 - If the total estimated value of the products is **under \$150,000**, send the RFQ to:
 - Iron Bow
 - Red River
 - If the total estimated value of the products is **over \$150,000**, send the RFQ to:
 - CDW-G
 - Force3
 - Iron Bow
 - Red River
- After receiving your quotes, follow your purchasing process to obtain products from the lowest cost vendor.

Note: If the RFQ is only sent to Iron Bow and Red River and neither can provide the products or “no bid”, you must submit another RFQ to CDW-G and Force 3.

Note: Quotes received from the SAVES vendors are good for 30 days. If the lowest quote is for a product you need to reorder in that 30-day period, it can be reused by providing the following:

- Quote number
- Delivery location
- End user POC
- Purchasing POC
- Purchase order/credit card number

If you have a significant change in quantity, please submit a new RFQ per the directions above as there may be volume discounts available for that product. Quotes from the three vendors with the higher prices can be reused and attached to the ITAR for the cost comparison.

- Once you receive vendor price quotes, proceed with your purchasing process to obtain the products from the lowest-cost vendor.
 - AIT personnel will complete the [IT Acquisition Request \(ITAR\)](#) (PDF) and attach all quotes and email responses received, other pertinent information (including CIO approval if the purchase is over \$250,000, and/or approval from the [Mission-Support Bandwidth Control Office](#) if purchase is funded by a non-AIT line of accounting).
 - For purchases outside AIT in support of the NAS, R&D, or the ESC, the requisitioner should enter a Purchasing Request (PR) in PRISM and attach all quotes and email responses received, other pertinent information (including CIO approval if the purchase is over \$250,000, and/or approval from the [Mission-Support Bandwidth Control Office](#) if needed).

Which manufacturers can these suppliers access?

The four suppliers of the SAVES IT Hardware contracts can access products from the following Original Equipment Manufacturers (OEMs):

Original Equipment Manufacturers (OEMs)			
3M	Eizo	LG	Red Hat
Absolute Home & Office	EMC	Logitech	Riverbed
Adaptec	Epson	Lookout	RSA Security
Ambir Technologies	Ergotron	Maxwell	Samsung
APC	Extremant Air Defense	Micro Focus	San Disk
Apple	F5	Microsoft	Seagate
Apricorn	Fluke	MyGoFlight	Sharp
Axiom	ForeScout	NEC	Sony
Belkin	FujiFilm	NetAlly	Spectra Logic
Black Box	Fujitsu	NetApp	StarTech
Blue Coat	Gigamon	Netgear	Sunhillo
Bluecat	Griffin	Netscout	Targus
BridgeWave	Hitachi	Nvidia	Tenable
Brother *	HPE *	Nutanix	Tripp Lite
Buffalo	IBM	Optima	Veritas
Cable to go	Imation	Oracle	Vertiv
Canon	InFocus	Orolia	Viewsonic
Check Point	IOGear	Otterbox	Vision Solutions
Chief Manufacturing	Juniper	Palo Alto Networks	Vizio
Cisco	Kanguru	Panasonic	VMware
CommVault	Kensington	Peerless	Western Digital
Crucial	Kingston	Philips	Xerox
DataLocker	Kodak	Planar	Zagg
Dell	Lacie	PNY	
Dell Wyse	Lenovo	Quantum	
Eaton	Lexmark *	Raritan	

** For desktop printers, these OEMs are limited to specific models and require prior approval*

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The following manufacturers' products are name-brand mandatory in support of current FAA IT Standards:

Manufacturer	Agency Standard Product
Oracle	Sun x86 server, SPARC
Dell	PowerEdge Intel Xeon server
Apple	iPad, iPhone
Intel	CPUs
ForeScout	CounterAct (network control access)
Cisco	Router, Catalyst switch
Netgear	Hub

Who can I contact for assistance?

Please contact the SAVES Program team at 9-NATL-Saves@faa.gov if you have questions regarding any of the SAVES contract vehicles.

FAA SAVES II – Red River Ordering Guide – Overview

This FAA SAVES II Ordering Guide is published to provide ordering information and instructions to place an order against the contract;

- **Contract #:** 692M15-19-D-00014
- **Expiration:** 31 JULY 2024
- **Company:** Red River Technology LLC
21 Water Street, Suite # 500
Claremont, NH 03743
- **Tax ID:** 02-0483341
- **CAGE Code:** 04MB1
- **DUNS #:** 933678708

Government Contact Information

- **Contracting Officer:** Josh Haker
(817) 222-4343
Josh.Haker@FAA.GOV
- **COR** Jeffrey Carbonetti
(206) 231-3344
Jeffrey.Carbonetti@FAA.GOV
- **Alternate COR** Paul McNatt
(405) 954-3146
Jeffrey.Carbonetti@FAA.GOV

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Red River Contact Information

- Email Address: FAASaves@redriver.com
- Phone Numbers: (603) 504-3926

How to obtain a quote

Send your quote request to;

FAASaves@redriver.com

Please include the following information with your request;

- Contact First Name and Last Name
- Agency / Organization Name
- Address
- Phone Number
- Email Address
- Product Description – including, but not limited to;
 - CLIN Number
 - Manufacturer Name
 - Part / Product Number
 - Quantity
 - Any Other Relevant Specification or Information

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How to place an Order

Delivery Orders can be sent to Red River via;

- Email: FAASaves@redriver.com
- FAX: (603) 448-8844
- Portal: <https://storefront.redriver.com/Login/Login.aspx>
- Mail: Red River Technology LLC
Attn: FAA SAVES Account Team
Suite # 500
Claremont, NH 03743

Please reference the FAA SAVES II Contract Number and Quote Number on the delivery order. Acknowledgement of the Delivery Order receipt will be sent to the ordering customer within four (4) business hours of Delivery Order acceptance.

Shipping notification will be sent via email within twenty-four (24) hours of non-electronic shipments. The email will contain the order number, shipping company and tracking information (where applicable).

Return Policy

All returns are subject to pre-approval and must have an RMA (Return Merchandise Authorization) number issued by Red River.

Return approval may be based on the policies of the manufacturers whose products we provide. Generally, unopened products in 100% re-sellable condition may be returned within 30 days. Please take note that most manufacturers do not permit the return of products that have been opened, custom built or otherwise preconfigured. Some manufacturers do not allow returns for any reason.

Please check with your sales representative for specific manufacturer return guidelines. Failure to return a product within the applicable return period will be deemed to be an acceptance of the product.

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How to Return an Item

All returns are subject to pre-approval and must have an RMA (Return Merchandise Authorization) number issued by Red River.

Contact the Red River FAA SAVES Account team to initiate the process. Please include;

- Quote Number
- Delivery Order Number
- Contact Name, phone number, and email address
- Reason for the return

All returned products should be properly insured and shipped via reliable and traceable freight carriers.

Upon receipt of the RMA number, the product(s) must be promptly returned to Red River no later than fourteen (14) days after receiving the shipping instructions for the return. The RMA number must be included with and displayed prominently on the shipping label of the return.

Returns will not be accepted without an authorized Red River RMA number. Do not write the RMA number on the outside of the manufacturer's boxes.

Warranty Policy

Red River is not an Original Equipment Manufacturer (OEM) and does not separately warrant the products of the manufacturers we carry. Red River does honor all the OEM Warranty and Support programs for their products purchased off this FAA SAVES II Contract.

Please refer to the applicable OEM product information to understand exactly what the terms and conditions are and to see what is covered by the OEMs Limited Warranty.