

**University of Maine System**  
**Apple Repair Services – RFP #24-15**  
**ADDENDUM #1 – ANSWERS TO VENDOR QUESTIONS**

1. Is the bid simply for management of the service facility or does the University subsidize repairs for students? Meaning, is the bid inclusive of estimated numbers of repairs per year, or is it only for personnel and facility costs, with repairs billed separately to students.

**Answer:**

Repairs done under Apple care are processed through Apple, student and staff repairs outside warranty are billed directly to customer parts and labor.

The University will pay for hours of personal that are spent in the bookstore assessing Apple Computers.

2. We would like a description of the space and its location that will be provided on the Orono Campus. This will help us in determining our level of efficiency in our labor.

**Answer:**

Heated space in the Campus Bookstore with a work bench, electrical and data will be available. Tools and equipment necessary to make repairs will be supplied by contractor.

3. We would like to be provided with a three year history of the repairs and payments made for those repairs made that this new contract will be replacing. Any historical information relating to the scope of this contact will help in our preparation of this RFP as it pertains to labor and pricing.

**Answer:**

FY 2013: 850 repairs Total: \$52,730

FY 2014: 800 repairs Total \$50,000 (For 10.5 months)

Bidders should be aware that past history of repairs and payments does not guarantee future needs.

4. As the contractor of this contract, would we have the option to bring Apple products back to our Orono Shop for repairs?

**Answer:** For a complete description of required services requested please refer to Section 1.3 Scope of Work in the RFP document, in particular:

- Provide an Apple certified repair technician for the hours delivering on campus repair and diagnostic services. Tools and repair equipment is responsibility of the provider.
- Promote and offer convenient access to Apple repair/diagnostic services with a reasonable and consistent on campus presence.
- Provide access to a full spectrum of both Apple and PC computer repairs services in the local region.

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- Provide a reasonable and consistent schedule for providing Apple diagnostic /repair services within regular store hours (Monday through Friday 8:00 AM to 6:30 PM), with a minimum of 20 hours per week on campus.

As a guideline the initial diagnostics of equipment will be done at the Campus Bookstore location. Actual repairs can be done off-site when necessary based on assessment given the necessary data security safeguards are in place.