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REQUEST FOR PROPOSALS # 12-14
Personal Computers and Related Hardware, Services, and Support
University of Maine System
ADDENDUM #1

This addendum responds to questions submitted by vendors.

The University of Maine

University of Maine
at Augusta

University of Maine
at Farmington

University of Maine
at Fort Kent

University of Maine
at Machias

University of Maine
at Presque Isle

University of
Southern Maine

- Q1. Page 2, Sec 1.3 ... Has there been an initial determination made regarding how a multiple award might be established if a decision is made not to sole source? e.g. would there be a separate manufacturer for laptops and one for desktops, or might there potentially be multiple awards within a given product area, such as laptops with two or three awardees?
- A1. The University would prefer a single provider per category of equipment, per section 1.6, however the University reserves the right to issue multiple awards if it is in its best interest to do so.
- Q2. Page 2, Sec 1.3 ... Though the contract will be utilized at the sole discretion of University departments; is there an initiative in place to incent a campus or departments to adhere to the contract?
- A2. The purpose of the contract(s) resulting from this RFP process are to streamline purchasing, take advantage of economies of scale, and reduce the overall cost of ownership. Although the University does not generally exercise mandates, there is currently a process in place to move the University, and specifically IT services, toward harmonized and standardized practices and processes.
- Q3. Page 2, 1.3 ... is the intent of the University to also have an "authorized reseller" for a manufacturer re-sell equipment to the two campus reseller entities, who in turn will re-sell it to students, faculty, staff for "personal" purchases? Will the University consider the personal purchase business model of an authorized reseller for a manufacturer, whereby students, faculty, and staff can procure directly from the authorized reseller?
- A3. Bidders should feel free to offer alternative delivery models for personal purchases.
- Q4. Page 2/3, Sec 1.4 ... Of the seven criteria listed for evaluation of the responses, is there a percentage weighting system associated, which will give emphasis to each of the listed criteria?
- A4. In some cases, the University discloses evaluation weighting as part of the RFP itself. It is not doing so in this case.

- Q5. Page 3, Sec 1.6 ... How long will the evaluation period last once the products arrive on January 27, 2014? Furthermore, will the University accept a like or similar product to the one quoted for the evaluation period?
- A5. The University expects to complete the evaluation within a week of receiving evaluation units. The University expects to receive evaluation units that match the specifications quoted in the Bidder's proposal.
- Q6. Page 3, Sec 1.6 ... Upon award, what is the anticipated timeframe established until the University wishes to "go live" with the execution of e-procurement orders?
- A6. Generally, the University would expect the on-boarding process for eProcurement to take six to eight weeks.
- Q7. Page 3, Sec 1.6. ... Has the University established an initial budget and/or product priorities for the first orders that will be executed, and if so can the University share that financial figure, and the type(s) of products that will be prioritized along with an estimated quantity? Is there a quantity rollout schedule for the next year available, and associated with the various product types (e.g. D-1, D-2, L-1, etc.)?
- A7. No.
- Q8. Page 6, 2.2 ... If a manufacturer or authorized reseller has an in place contract already established with the University of Maine System, can/will that contract become part of, or grandfathered into, the contract award of this RFP?
- A8. The University would entertain that option. Bidders should clearly state their intentions to incorporate any existing contracts as part of their RFP response.
- Q9. Page 6, 2.4 ... Has there been an anticipated award date established?
- A9. February 2014.
- Q10. Page 6, 2.4 ... Will the University be open to a single 2-year extension rather than two 1-year extensions?
- A10. If it is in the University's best interest to do so. Bidders should clearly state the benefits for doing so in their submission.
- Q11. Pages 6, 2.5 ... Does the University have more detail on the type of informational data that will be required, and a format desired for the data?
- A11. Generally the University would be looking for detailed purchase reports (including order cycle times), warranty and service records, to facilitate contract performance audits. Format is to be determined.
- Q12. Page 9, 3.3 ... In light of the request by the University to keep the responses streamlined, how does the University wish to have the additional products/services for consideration in the "scope" be shown or added to the response?
- A12. Section 3.3 is a contract performance clause that, during the life of the Contract, allows for the addition of products and/or services not articulated in the initial RFP.

- Q13. Page 10, 3.9 ... in addition to toll-free, does the University require immediate Level 2 technical support access or will Level 1 be sufficient?
- A13. The University requires access to Level 2 support and prefers access to Level 3 support for our IT staff.
- Q14. Page 10, 3.14 ... will the demonstration equipment onsite be limited to just the proposed offerings that the University selects?
- A14. Yes.
- Q15. Page 11, 3.18 ... Is the University referring to an asset recovery service (ARS) when it indicates a "trade-in" allowance?
- A15. Yes.
- Q16. Page 11, 3.20 ... Disabling Mobile Devices: We sell this feature as an option; however, are you looking for this to be pre-loaded on the machines? Or, are you simply looking for this type of software to be offered as an option? Furthermore, may we have a list of your current inventory?
- A16. In relationship to this RFP, the University is looking for the manufacturer's suggested method to wipe user data from their mobile devices. This can be priced out as an option.
- Q17. Page 18, D1 & Page 19, D2 ... will the University accept a 19.5" Monitor since this classification technically falls into the industry-defined 20.0" monitor specification class?
- A17. Yes.
- Q18. Page 18, D1 & Page 19, D2 ... does the University require a standard Mini-Tower (MT) for the desktop configurations which are larger in size with a larger power supply, or is a Small Form Factor (SFF) chassis with a slightly smaller footprint and energy efficient power supply acceptable?
- A18. The University prefers information on all three configurations: desktop chassis, standard mini-tower and small form factor chassis, if applicable.
- Q19. Page 20, L1 & Page 21, L2 ... is the backlit keyboard specification a mandatory requirement?
- A19. Yes.
- Q20. Page 18, D1; Page 19, D2; Page 20, L1; Page 21, L2 ... Are "discrete" graphics required if the desktop and laptop systems support dual monitors out of the box using "integrated" Intel HD graphics?
- A20. Yes.
- Q21. Page 18, D1; Page 19, D2; Page 20, L1; Page 21, L2 ... The 2013 IT Administrative Review of the University outlines manageability as a key going forward attribute of IT across the system. To that end does the University require Intel vPro on all of the desktop/laptop systems?
- A21. For the purposes of responding to the Configuration Section (Pages 17-26), Intel vPro is not required.
- Q22. Page 21, L2 ... with the move to personal file share access/backup that is internal to infrastructures in Higher-Education, as well as the use of USB storage devices, is the internal/integrated DVD+R/W specification definitely a requirement?

- A22. The DVD+RW functionality is required for the Configuration L2. While the built in DVD+RW is preferred, quoting it with an external USB 3.0 version is acceptable.
- Q23. Page 24, M2 ... is a backlit keyboard required? ... Can the graphics be integrated or discreet? ... The 1440x900, 1920x1080, and 2560x1600 screen resolutions vary widely within the industry. Is there a "minimum" specification required? ... Does the University possess requirements for retina display capability?
- A23. Yes, a backlit keyboard is required. The graphics requirement, as stated, needs to be either the integrated Intel Iris Pro or the discrete NVIDIA GeForce GT750M GDDR5. The University does not have a requirement regarding Retina displays.
- Q24. Page 25, T1 ... Does the University have any specific requirements that dictate the use of an "enterprise Pro OS" only for the tablet devices? ... Is there a reason that the Tablet warranty is only 2 years when all other product specifications along with Section 4.7 call for a 3-year warranty?
- A24. No, the University does not currently dictate an enterprise Pro OS, but this is of interest for the future. Sections 3.8 and 4.7 are modified to include the following: "The University requires a minimum of a two year warranty with an option third year for tablets."
- Q25. In regards to the standard systems the University is asking for, will the University stick to these standards 100%? Or, will the University allow individuals to order outside of these standards? For example, if a University end-user decides to take configuration D-2 and tweak it to have more memory and a different graphics card, will the University allow them to do this to the standard model?
- A25. It is expected that the majority of purchases will be within the standard configurations. It also is expected that there will be unique needs that cannot be met in all instances by the standard configurations. Bidders should feel free to include the option for customizing standard configurations; however, bidders should clearly state the degree to which standard configurations can be customized without jeopardizing pricing discounts.
- Q26. Encryption: would software encryption be acceptable or is hardware encryption the requirement?
- A26. For the purposed of responding to the Drive Encryption Options, bidders should feel free to provide software and/or hardware encryption pricing.
- Q27. Imaging: What are the guidelines for imaging and what software is used for imaging?
- A27. The University is interested in the vendor supplied image loading service, is it available as an option and typically, how much does it cost?
- Q28. OS requirement: You have options for MS Home but required Pro – is the cost for a box version or Open License version of Home what the request is for?
- A28. The Home version is listed as an option in the RFP configurations. What the University is interested in is the cost reduction associated with purchasing the equipment with the downgraded operating system choice.
- Q29. D-1 and D-2: Please provide clarification around the graphics card requirements. Are you asking for two graphics cards or is one acceptable?
- A29. The graphics card requirement for D-1 and D-2 refers to one card with dual display/monitor support.
- Q30. All systems: How do you manage your systems? Do you need Intel vPro or Standard Manageability?

- A30. See Q21. The University does not currently have a uniform approach to managing systems. Bidders should feel free to articulate their options for device management.
- Q31. Would the University be willing to accept an electronic copy of responses on 1/16 and hardcopies to follow no later than 2 business days (1/20)?
- A31. No. Bidders must adhere to the submission process listed in Section 1.14. Failure to do so will result in the response being declared non-responsive.
- Q32. Part of the award criteria is delivery times which states 14 days after receipt of PO. Would the University consider 14 business days after receipt and acceptance of PO?
- A32. This is based on 14 calendar days.
- Q33. Does the University intend to award a single PC vendor and a single Apple vendor?
- A33. See Q1.
- Q34. If evaluation equipment is needed during the selection process, please clarify how many units that are being proposed per site?
- A34. The University requests that one unit for each item bid on by the supplier be delivered to each of the locations.
- Q35. How would the Community College System & Maine Maritime Academy procure product? Would each institution procure through the University of Maine Central Procurement Office?
- A35. Each of the Community College System and Maine Maritime Academy would procure products directly with the Contractor.
- Q36. When the contract is in place, what is the process for reviewing units when new standards are established? Will units go to one campus for testing or multiple campuses?
- A36. This is to be determined, however it is expected that periodic contract review meetings would take place at which any determination for new standards will occur. Per Section 3.14, after a contract is awarded, there is a provision for demonstration units.
- Q37. Is the University looking at fixed pricing or a price off list?
- A37. See Section 3.16. Pricing must be based as a percentage off higher education list price.



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