



Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS (RFP)

**PERSONAL COMPUTERS AND RELATED
HARDWARE, SERVICES, AND SUPPORT**

RFP # 12-14

ISSUE DATE:
December 11, 2013

PROPOSALS MUST BE RECEIVED BY:
January 16, 2014

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Hal Wells
16 Central Street
Bangor, ME 04401

SECTION ONE

1.0 GENERAL INFORMATION:

- 1.1 Purpose: The University of Maine System is seeking proposals from experienced and qualified information technology suppliers to provide enterprise-class quality national brand name desktop, laptop, maintenance and services direct from the manufacturer(s) or from authorized reseller(s) of those brands.

This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

- 1.2 Definition of Parties: The University of Maine System will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder(s) to whom the Contract is awarded shall be referred to as the "Contractor(s)."
- 1.3 Scope: The University is seeking proposals for products whose manufacturers appear in one of the four quadrants in the most current version of the Gartner Magic Quadrant for Global Enterprise Desktops and Notebooks. Bidders will be required to provide information supporting inclusion in this report, including quadrant placement. In the case of a reseller responding to this RFP, information will be required for the manufacturers of products represented in the proposal.

In order to maximize the University's ability to meet its desktop, laptop, maintenance and services needs while minimizing the associated costs, it is contemplated and preferred by the University that a single award may be made direct to a national brand name computer manufacturer, or authorized reseller of that brand. **However, the University reserves the right to make multiple awards** as a result of the proposals received from this RFP if, during the evaluation process, it is determined that multiple awards would be in the best interest of the University. Bidders may provide proposals for any or all of the configurations listed in Section 5 as applicable. This/these contract(s) will be the primary source for desktop and laptop computers for the University's seven campuses. The actual utilization of any contract will be at the sole discretion of the University's departments.

In addition to orders placed directly through the University's eProcurement system, purchases from contracted supplier(s) shall include resale to University departments and to all faculty, staff, and students for individual purchase through our campus computer resellers, The Computer Connection at the University of Maine (UM) and The Campus Computer Store at the University of Southern Maine (USM).

- 1.4 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to:
- a) Outright purchase price for PCs and any other hardware configurations detailed on the proposal form (pricing sheets) for one-year of estimated quantities;
 - b) Ability to meet delivery times, the quality and stability of components, model selection that meets our requirements (desktop, laptop, netbook, tablet, etc.);
 - c) Bidder's ability to provide additional services/support (help desk, asset recovery programs, maintenance (3 and 4-year warranties), Customer Satisfaction—list of services

(both depth and breadth of services) with references and proposed implementation plan/value add effort proposed by the vendor;

- d) Vendor's trade-in program;
- e) Financial stability of company – strength and reputation of company, i.e. financials / breadth of product line / market position;
- f) Ease of procuring items from company including SciQuest hosted or punch out enabled supplier.
- g) Financial Incentives for: prompt pay discount; rebates; discounts for electronic ordering; discounts for electronic invoicing, etc.

Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposal responses beyond that which is sufficient to present a complete and effective offer are not necessary or desired by the University.

- 1.5 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Hal Wells
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401
hcwells@maine.edu

- 1.6 Award of Proposal: Demonstration equipment will be requested of Bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. Bidders shall be prepared to ship, via priority shipment method, those products bid in Section 5. Those Bidders whose products will be evaluated will be notified no later than January 22, 2014. Demonstration products then must be received at three locations, to be provided by the University upon Bidder notification, no later than 5:00 P.M., January 27, 2014. After demonstration products have been evaluated, the University may select the bidder(s) which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that/those bidder(s). The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action. Demonstration equipment will be returned to Bidders at the completion of this bid process. Bidders shall provide return shipping labels at no cost to the University.

- 1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Chief Procurement Officer within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and a vendor selected (the successful bidder). At that time the University will issue bid award notice letters to all participating bidders and the successful Bidder's proposal may be made available to participating bidders upon request. After the protest period has passed and the contract is fully executed, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), [1 MRSA §401 et seq.](#) As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

- 1.9 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.10 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.11 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.12 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.
- 1.13 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP #12-14

1.14 Proposal Submission: A **SIGNED** original and one virus-free electronic copy (e.g., CD, thumb drive) must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by **5:00 PM, Thursday, January 16, 2014**, to be date stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to call (207) 973-3298 to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAX OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP # 12-14

- 1.15 Question Period: Bidders may submit questions to the University via email to Hal Wells (hcwells@maine.edu) no later than close of business on January 6, 2014. Answers to questions shall be issued in the form of an Addendum on January 9, 2014. The Addendum shall be posted on the University's web site at www.maine.edu/strategic/upcoming_bids.php.
- 1.16 Authorization: Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Chief Procurement Officer and it is not approved, valid or effective until such written approval is granted.

END SECTION ONE

SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

- 2.1 **Contract Administration:** The University's Contract Administrator will be determined before contract signing. The Contract Administrator or designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.2 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.3 **Contract Modification and Amendment:** The parties may adjust the specific terms of this Contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.4 **Contract Term:** The Contract term shall be for an initial period of three (3) years commencing upon date of award. With mutual written agreement of the parties this Contract may be extended for two (2) additional one-year periods.
- 2.5 **Contract Data:** The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data. This data may include, but is not limited to, dollar volume, items sold, services rendered.
- 2.6 **Contract Validity:** In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.
- 2.7 **Non-Waiver of Defaults:** Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.
- 2.8 **Cancellation/Termination:** If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within ten (10) business days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Except for such cancellation for cause by the University, the University may terminate this Contract by giving ninety (90) days advance written notice to the Contractor. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.
- 2.9 **Clarification of Responsibilities:** If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.

- 2.10 **Litigation:** This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.
- 2.11 **Assignment:** Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.12 **Equal Opportunity:** In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.
- 2.13 **Independent Contractor:** Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.14 **Sexual Harassment:** The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from University of Maine System, Sally Dobres, Director of Equity and Diversity, (207) 973-3372.
- 2.15 **Indemnification:** The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.
- 2.16 **Contractor's Liability Insurance:** During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)

- | | |
|---|---|
| 2. Vehicle Liability
(Including Hired & Non-Owned) | \$1,000,000 per occurrence or more
(Bodily Injury and Property Damage) |
| 3. Workers Compensation | Required for all personnel
(In Compliance with Applicable State Law) |

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

University of Maine System
16 Central Street
Bangor, Maine 04401

- 2.17 Smoking Policy: The University must comply with the "Workplace Smoking Act of 1985" and M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with this law, the University has prohibited smoking in all University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.

END SECTION TWO

SECTION THREE

3.0 PERFORMANCE TERMS AND CONDITIONS:

3.1 Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.

3.2 Payments: Payment will be upon submittal of an invoice to the address shown on the purchase order by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: Bank of America's ePayables and PayMode electronic payment systems. Please indicate your ability to accept payment via any or all of these methods.

Financial Incentives: Depending on the nature of the financial incentives under this Contract, financial incentives will be clearly identified in the invoice (e.g. discounts) or reported separately to the University (e.g. rebates). Any financial incentive reported separately should clearly indicate the applicable invoice(s) to which they apply.

3.3 Additional Scope: The Contractor shall permit items not covered herein to be added by the University without voiding the provisions of the existing contract. The Contractor, for additional consideration, shall furnish additional services to the University.

3.4 Business and Performance Reviews: Recognizing that successful performance of this contract is dependent on favorable response, the Contractor shall meet at least quarterly with the Contract Administrator or designee for a business and performance review to evaluate operations and make necessary adjustments. These meetings will normally be conducted electronically but shall be face-to-face on demand. As part of these reviews, the University reserves the right to review equipment specifications quarterly and update equipment specifications accordingly. Contractor shall provide a single point of contact (i.e., relationship manager) and shall notify University in writing and in advance whenever there is a change to that single point of contact.

3.5 Campus Visits: The Contractor agrees to maintain good relations with the University. The Contractor shall make campus visits "as needed" on three day notice. The Contractor will coordinate campus visits with central IT departments on each campus to insure proper communication and sharing of information related to customer projects.

3.6 Delivery of Purchases: The Contractor agrees that the delivery of purchases will be made within fourteen (14) calendar days after receipt of an order, F.O.B. destination, freight pre-paid and allowed to all locations of the University. The Contractor shall notify the University within two (2) working days after receipt of an order if the Contractor is unable to meet this requirement. Failure of the Contractor to adhere to delivery schedules, as specified, or to promptly replace rejected computers shall render the Contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs.

3.7 Product Substitution: The Contractor may not substitute any item that has been ordered by the University without prior written or electronic approval by the appropriate purchasing officer of the University. If a substitution is approved, the substitute item must be at the same or better technology level as the original product ordered and the pricing must be the same or

lower. Code compatibility – to avoid breaking the campus image maintenance process - is required in situations where the Contractor is matching another nominally identical unit procured under this Contract. Failure to comply may result in return of the item at the Contractor's expense.

- 3.8 **Warranty:** The “expressed” warranty period for all products must be three-year on-site, with option fourth year on-site, next business day for each computer purchased. Down time for warranty service should not count against the warranty duration in situations where a down period exceeds five (5) working days. More than three (3) warranty claims for manufacturing defects in a six-month period within the first two years of coverage shall qualify the University or owner for a new device. Warranty coverage for University equipment shall begin upon acceptance after initial functional test. Warranty coverage for private parties shall begin on the date of delivery to the buyer (including purchases made for resale through campus computer stores) or the invoice date, whichever is later. Contractor shall provide for preemptive replacement of equipment subject to any large scale product recall or other known large-scale reliability or safety issue.
- 3.9 **Toll-Free Access:** The Contractor shall provide to the University, toll-free telephone access to technical support. The University prefers a unique toll-free telephone number just for the University. The Contractor shall provide an escalated support feature to ensure that unresolved support issues can be elevated to upper level management.
- 3.10 **Return Policy:** The Contractor must provide a “total satisfaction” return policy. The Contractor must provide a thirty (30) day “no questions asked” return option, from the date-of-delivery to the end-user.
- 3.11 **Damaged Goods Replacement:** The Contractor shall be responsible for replacing, at no cost to the University, any damaged item received under this contract within fourteen (14) calendar days from notification by the University. This includes all shipping costs for returning non-functional items to the Contractor for replacement.
- 3.12 **Price Changes:** Any price reductions from suppliers, from the time of the proposal submission to the time of purchase order, must be passed on to the University. As this is a multi-year contract, where additional hardware and/or software may be required each quarter, the Contractor will be required to submit a new pricing schedule each quarter. The adjustment in the purchase price must be directly related to the changes to the hardware and/or software and/or level of service approved by the University.
- 3.13 **EPEAT:** All desktops, laptops, and computer monitors provided under this contract are required to have achieved Bronze registration or higher in the EPEAT system in The United States. EPEAT is a procurement tool designed to help large volume purchasers evaluate, compare, and select electronic products based upon their environmental attributes as specified in the consensus-based IEEE Standard for the Environmental Assessment of Personal Computer Products (IEEE 1680.1).
- 3.14 **Demonstration/Evaluation Equipment:** The Contractor must supply 30-day, no charge evaluation equipment to any location of the University. In addition, Contractor will maintain a program to provide demonstration/display equipment for the campus computer stores.
- 3.15 **Commitment:** The Contractor shall be willing to make four basic commitments to insure the overall success of the contract: 1) the University has the support of the Contractor's senior management to adequately support the University account; 2) the University pricing is the lowest available pricing (net to buyer) to all University departments and, if any other government or higher education entity or any public facing web site is eligible for lower pricing

- through a state, regional or local contract, the Contractor will match the pricing under the University's contract; 3) the Contractor will aggressively market its products to users of this contract and the sales force will be trained, engaged and committed to making this a successful contract; and 4) the Contractor is committed to working on and resolving hardware/software problems when they are identified.
- 3.16 Pricing Basis and Monitoring: The Contractor shall base its pricing off its published higher education price list and shall establish a mutually agreeable system to monitor pricing.
- 3.17 The Community College System and Maine Maritime Academy, both public higher education institutions in the state, shall be permitted to piggyback off of the University's contract if they should so desire.
- 3.18 Trade-in Allowance: The Contractor shall accept trade-in of old computer hardware or peripherals on new acquisitions of computer hardware or peripherals.
- 3.19 Battery Life: Contractor shall provide options for mobile devices with eight (8) hour battery life as part of its product offering.
- 3.20 Disabling Mobile Devices: Contractor shall provide a means to remotely disable and/or erase mobile devices (e.g., laptop computers, tablets) should those devices become lost or stolen.
- 3.21 Accessibility: Contractor shall provide desktop and portable computer equipment that meets or exceeds the United States Access Board's standard #1194.26.

END SECTION THREE

SECTION FOUR

4.0 PROPOSAL CONTENT:

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

Reference pointers in the paragraphs below are placed there to assist bidders in formulating responses. They are NOT all inclusive. Bidders are responsible for addressing all terms, conditions and concerns presented in this RFP.

4.1 Business Profile:

- 4.1.1 **No financial statements are required to be submitted with your proposals**, however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.
- 4.1.2 **Please submit with your proposal** a detailed history and description of your company and any published reports about your company.
- 4.1.3 **Please submit with your proposal** verification of manufacturer's inclusion and placement in the Gartner Magic Quadrant for Global Enterprise Desktops and Notebooks.

- 4.2 Pricing: Reference 1.4a; 1.4g; 3.2; 3.12; 3.14; 3.15, 3.16 and 3.18. Discuss how you plan to ensure that the University's pricing is the lowest available; how supplier price reductions and financial incentives are to be passed on; and what baseline will be used for establishing and monitoring prices. Provide details on additional financial incentives that would apply if the bidder were solely awarded this contract (e.g., if bidder were to become the standard provider for a given platform). Utilizing Section 5, provide specific pricing for those standard reference models using the template contained in that section.
- 4.3 Ordering Lead-time: Reference 3.6. Describe the lead-time requirements for all large quantity purchase orders; B2B, on-line ordering, purchase orders, etc. as well as lead-time for those units ordered prior to August 1st of each school year.
- 4.4 Implementation Strategy: Discuss how you would assist the University technologically and financially in the migration to new technologies such as our eProcurement initiative, while protecting the investment we have in our existing administrative applications.
- 4.5 Integration: Describe your ability to support the University's web-enabled SciQuest catalog ordering system. Describe your experience and proven record of accomplishment in the design, development and implementation of eProcurement with emphasis on supplier enablement with SciQuest.
- 4.6 Warranty Processes: Reference 3.8. Describe your warranty process programs and reimbursement to the University for warranty Repairs performed by University service personnel. Fully describe any costs, incentives, or revenue opportunities for a self-maintainer model.

- 4.7 **Warranty and Warranty Service:** Reference 3.8. The University requires a minimum of a three-year warranty with optional fourth-year, on-site with next business day repair service. Down time for warranty service should not count against the warranty duration in situations where a down period exceeds five (5) working days. More than six (6) warranty claims for manufacturing defects in a six-month period within the first two years of coverage shall qualify the University or owner for a new device. Warranty coverage for University equipment shall begin upon acceptance after initial functional test. Warranty coverage for private parties shall begin on the date of delivery to the buyer or the invoice date, whichever is later. Describe your warranty and the core components of your service solutions including escalation process. List any third-party company that would be utilized to provide on-site service to University campus locations. Describe how you would handle a large-scale product recall/replacement scenario. Provide statistics regarding product failure rates for the product lines you are proposing.
- 4.8 **New/Future Model Disclosure:** The Contractor/Manufacturer will provide the University with privileged knowledge (non-disclosures) regarding all new models offered prior to manufacturer build date. Describe your privileged knowledge program, i.e. product roadmaps.
- 4.9 **Discount Pricing:** Provide suggestions on the most favorable delivery schedule for receiving the best possible pricing or greatest discounts.
- 4.10 **Equipment Labeling:** The University may desire labeling each asset with model and serial number of the desktop, laptop or peripheral for asset management purposes. Describe your program that would accomplish this.
- 4.11 **Additional Services:** Describe additional services to be offered within each service category, including but not limited to information about your call center and support capabilities, forward supply/parts depot, parts ordering/delivery, training technicians/upgrades, training for student/staff/faculty and other support capabilities.
- 4.12 **Lease Programs:** The University may be interested, at some point, in leasing or lease-purchase programs on a 24-48 month refresh cycle, an overall support/maintenance program and a delivery and refresh process. Provide information on these programs.
- 4.13 **Business Reviews and Management Reporting:** Describe your capacity to provide quarterly business reviews and management reports, i.e. commodity histories, procurement card, eProcurement portal ordering information, etc. Describe how and what format/media you will provide the University with total purchasing volume for all University purchases. Reports should also be available for other institutions purchasing products under the contract. Attach sample standard reports that will be available and your ability to customize specific reports, as requested, on an ad-hoc basis.
- 4.14 **Campus Resale:** Provide information about your campus resale offering for all campuses to be provided under this contract, including but not limited to, demonstration units, quarterly educational rebates, display area equipment, web sites, flyers, event hosting, welcome kits, dedicated 800# for fulfillment, web site for on-line configuring and ordering, stocking requirements, marketing collateral, student finance options, technical support, delivery options, etc. Include any terms and conditions that would need to be signed by the University to have campus reseller program(s) in place.
- 4.15 **Marketing: **Only with the University's permission.**** Outline your company's plan for marketing products to University faculty, staff, students and departments.

- 4.16 Customer Care: Reference 3.4 and 3.5. Explain how your company proposes to resolve any complaints, issues or challenges as they arise under this contract, i.e. (problem escalation procedures). Provide an escalation matrix. Provide a detailed plan on how you propose to service the account based on your understanding of the current environment. Clearly detail support, communication, invoicing, performance, programs and services. Provide the credentials of everyone who will be assigned to this contract including personal resumes and specific references of similar contracts. Indicate how many other clients these key members of the account team work with on a regular basis and/or have primary responsibility for assisting. Identify all individuals who will provide support to this contract including their location, position, specific responsibilities, education background, experience, technical capabilities including an organization chart if available. Provide an escalation matrix.
- 4.17 Trade-in Allowance: Reference 3.18. Provide information on your trade-in policy. If the result of the trade-in is that the manufacturer rebuilds the equipment and resells them, is there a profit sharing arrangement? If the bidder does not have a trade-in-allowance or plan, what is the mechanism they the bidder will use to meet the legal requirements of Maine's Electronic Waste Statute 38 MRSA 1610? Provide detailed information about other "cradle to grave" services, including costs and benefits (e.g., custom imaging, asset tagging, and disposal).
- 4.18 Energy Star Compliance: The University prefers to buy products that are Energy Star Compliant whenever possible. Please provide all pertinent and verifiable information with regard to Energy Star Compliance. The bidder is responsible to clearly and specifically indicate the product being offered and to provide adequate information to enable the University to determine if the product offered meets the requirements of this solicitation. Verification from the manufacturer of Energy Star Compliance must be provided.
- 4.19 EPP Commitment: The University has made a commitment to purchase Environmentally Preferred Products (EPP) to the extent possible and to buy from vendors who are being good stewards of the environment as well. To that end we ask that you provide us with information that will help us to do that in the future. Please submit with your proposal the ways in which your company is working to be better stewards of the environment. If that information is on your website, please provide us with the web address. Include:
- 1) Products that display one or more positive environmental attributes (recycled content, energy or water efficiency, low toxicity or biodegradability).
 - 2) Products that generate less waste by containing less packaging or by being more durable, reusable or remanufactured.
 - 3) Products that meet certain environmental criteria during production (chlorine free, wood from a managed sustainable forest).
 - 4) If you will reclaim or take back items (batteries, electronics, carpeting, oil products, tires and toner cartridges).
 - 5) Any credentials or awards you have received for being good stewards of the environment.
 - 6) Reference Section 3.13. Provide detailed information about EPEAT registration for the products included in your proposal.

- 4.20 Payment Method: Reference 3.2. Indicate your ability to accept electronic payments.
- 4.21 References: Reference 1.4c. A list of three references is required to be submitted with your proposal. These references should be agencies your firm has done business with in the past year **on projects with a similar scope to this one**. Provide company names with contact person and telephone number.
- 4.22 Contact: Reference 3.9. Provide the name, title, company name, street address, city, state and zip code; telephone, cell phone, fax numbers and email address of the individual(s) who will be responsible for supporting this contract.
- 4.23 Battery Life: Reference 3.19. Provide detailed information about the battery options for mobile devices and your ability to provide for devices with battery life of 8 hours or more.
- 4.24 Disabling Mobile Devices: Reference 3.20. Provide detailed information on your ability to provide for the remote disabling and/or erasing of mobile devices.
- 4.25 Accessibility: Reference 3.21. Provide detailed information on your ability to meet the United States Access Board's standard #1194.26 for desktop and portable computers. Vendors submitting proposals to this RFP must include a response to applicable sections of the Voluntary Product Accessibility Template (VPAT) in order to describe product compliance with Section 508 of the Rehabilitation Act. Information about the VPAT and the form itself are available on the Information Technology Industry Council's Web site.

Does your product/service conform to Section 508 standards?

- If so, describe how, and submit certification from a third party demonstrating your product/service's compliance.
- If not, describe your plans and timeframe for achieving conformance.

END SECTION FOUR

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)

CONFIGURATION INFORMATION

The following is a list of desktop and laptop configurations to be purchased initially. Bidders must complete the form of proposal by indicating University unit price and University total cost. The University has averaged purchasing of desktops and laptops in the range of \$4 - \$6 million annually in previous years. **However, this amount is estimated. The University reserves the right to buy units above or below the amount(s) estimated.** The products specified in this proposal will be ordered on an as-called-for basis, in any quantity, and may be acquired from any location within the University. If quantity discounts are offered, the bidder must so state.

Bidders can include prices for any number of the configurations listed in this document. Each configuration included in your proposal must be priced on a per unit basis. Each configuration must also, as part of its per unit cost, include the following elements: shipping cost, ability to generate ad-hoc "University" unique reports, 3-year on-site, next day maintenance agreement with an option for the 4th year.

CONFIGURATION PRICING

Bidders must provide, with their pricing response, the description, brand, model, part number/SKU for their base system unit configuration.

NOTE: If Bidder's proposed pricing submission differs from that requested from this proposal form (pricing sheets), it will not be accepted. The University will only accept pricing based on % discount off the published, public higher education list price.

CONFIGURATIONS: DESKTOP/TOWER SYSTEMS SECTION

Configuration D-1–Desktop/Tower (see description that follows table)

Description/BRAND/Model/Part Number/SKU: Desktop System	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Windows Home Edition				
Option 2: Windows 7 Recovery Disk				
Option 3: Resources CD Containing Diagnostics and Drivers				
Option 4: Asset Recovery Services				
Option 5: Fully Encrypted Drive				
Option 6: SSD Drives: 250GB or 500GB				

D-1–Specifications must be equivalent to or better features than:

Processor: Intel® Core™ i5-4570 Processor (Quad Core) 3.2 GHz, 6MB w/HD4600 Graphics)
Operating System(s): Windows 7 Professional 64 bit English
Energy Smart: Energy Star
Memory: 8GB DDR3 Non-ECC SDRAM, 1600MHz, (2DIMM) (UPGRADABLE TO 32 GB)
Graphics Card: Dual 1GB AMD Radeon HD7470 w/VGA or DVI
Monitors: 20" Professional Monitor
Keyboard: USB Multimedia Keyboard, English
Mouse: USB Optical Mouse
Removable Media Storage Devices: 16x DVD+/-RW SATA Drive
Boot Hard Drives: 1TB 3.5" SATA 6.0Gb/s and 32MB DataBurst Cache™
Speakers: Stereo USB Sound Bar
Hardware Support Services: 3 Year Next Business Day On-Site Support

Configuration D-2–Desktop/Tower (see description that follows table)

Description/BRAND/Model/Part Number/SKU: Desktop System	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Windows Home Edition				
Option 2: Windows 7 Recovery Disk				
Option 3: Resources CD Containing Diagnostics and Drivers				
Option 4: Asset Recovery Services				
Option 5: Fully Encrypted Drive				
Option 6: SSD Drives: 250GB or 500GB				

D-2– Specifications must be equivalent to or better features than:

Processor: Intel® Core™ i7-4770 Processor (Quad Core) 3.4 GHz, 8MB w/HD 4600 Graphics)
Operating System(s): Windows 7 Professional 64-bit English
Energy Smart: Energy Star
Memory: 8GB DDR3 Non-ECC SDRAM, 1600MHz, (2-DIMM)(UPGRADABLE TO 32 GB)
Graphics Card: Dual 1GB AMD Radeon HD7470 w/VGA or DVI
Monitors: 20" Professional Monitor
Keyboard: USB Multimedia Keyboard, English
Mouse: USB Optical Mouse
Removable Media Storage Devices: 16x DVD+/-RW SATA Drive
Boot Hard Drives:1TB 3.5" SATA 6.0Gb/s and 32MB DataBurst Cache™
Speakers: Stereo USB Sound Bar
Hardware Support Services: 3 Year Next Business Day On-Site Support

CONFIGURATIONS: LAPTOP SYSTEMS SECTION

Configuration L-1-15" Laptop/Notebook Computer (see description that follows table)

Description/Brand/Model/Part Number SKU Laptop 15"	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Windows Home Edition				
Option 2: Windows 7 Recovery Disk				
Option 3: Resources CD containing Diagnostics and Drivers				
Option 4: Asset Recovery Services				
Option 5: Fully Encrypted Drive				
Option 6: Bundle (20" Monitor, Docking Station, Keyboard, Mouse)				
Option 7: SSD Drives: 250GB or 500GB				

L-1- Specifications must be equivalent to or better features than:

Intel® Core™ Core i7-4700MQ Processor (up to 3.4GHz) -- Energy Star
Operating Systems: Windows 7 Professional 64 bit
Memory: 8.0GB PC3-12800 DDR3L SDRAM, 2 DIMM (UPGRADABLE TO 16GB)
Graphics: NVIDIA NVS 5200 1GB Discrete Graphics
Hard Drive: 500GB 7200RPM SATA
LCD: 15.6" FHD (1366x768) Anti-Glare WLED-backlit Display
Internal Keyboard: Internal English Backlit Dual Pointing Keyboard
AC Adapter: 90W A/C Adapter
Module Bay Devices: 8x DVD+/-RW Drive or Second Battery
Wireless LAN (802.11): 802.11a/b/g/n Dual-band Mini Card
Batteries: 9 Cell Primary Battery & Bluetooth 4.0
HD Webcam & Noise Cancelling Digital Array Mic
Hardware Support Services: 3 Year Next Business Day On-Site Service and Accidental Damage Protection

Configuration L-2-14" Laptop/Notebook Computer (see description that follows table)

Description/Brand/Model/Part Number SKU Laptop 14"	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Windows Home Edition				
Option 2: Windows 7 Recovery Disk				
Option 3: Resources CD containing Diagnostics and Drivers				
Option 4: Asset Recovery Services				
Option 5: Fully Encrypted Drive				
Option 6: Bundle (20" Monitor, Docking Station, Keyboard, Mouse)				
Option 7: SSD Drives: 250GB or 500GB				

L-2- Specifications must be equivalent to or better features than:

Intel® Core™ Core i5-4300M Processor (up to 3.30GHz) –Energy Star
Operating System: Windows 7 Professional 64-bit
Memory: 8GB PC3-12800 DDR3L SDRAM (2-DIMM) (UPGRADABLE TO 16GB)
Graphics: NVIDIA NVS 5200M 1GB Discrete
Hard Drive: 500GB 7200RPM SATA
LCD: 14.0" HD (1366x768) Anti-Glare WLED Backlit Display
Internal Keyboard: English Backlit Dual Pointing Keyboard
AC Adapter: 65W A/C Adapter
Module Bay Device: 8x DVD+/-RW Drive or Second Battery
Wireless LAN (802.11): 802.11a/b/g/n Dual-band Mini Card & Bluetooth 4.0
Battery: 6 Cell Primary Battery HD Webcam & Noise Cancelling Digital Array Mic
HD Webcam & Noise Cancelling Digital Array Mic
Hardware Support Services:3 Year Next Business Day On-Site Service and Accidental Damage Protection

Configuration L-3–Ultra-Portable Laptop/Convertible (see description that follows table)

Description/Brand/Model/Part Number/SKU - Laptop Ultra-Portable With Swivel Touchscreen	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Windows Home Edition				
Option 2: Windows 7 Recovery Disk				
Option 3: Resources CD containing Diagnostics and Drivers				
Option 4: Asset Recovery Services				
Option 5: Fully Encrypted Drive				
Option 6: Bundle (20" Monitor, Docking Station, Keyboard, Mouse)				
Option 7: SSD Drives: 250GB or 500GB				

L-3– Specifications must be equivalent to or better features than:

Intel® Core™ i7-4700U Processor (up to 3.0GHz) – Energy Star
Operating System: Windows 7 Professional 64-bit
LCDs: 12" to 14" HD (1366x768) Anti-Glare WLED Display (SWIVEL TOUCHSCREEN)
Memory: 8GB PC3-12800 DDR3L SDRAM (2-DIMM) (UPGRADABLE TO 16GB)
Internal Keyboard: English Backlit Dual Pointing Keyboard
Graphics: Intel® Integrated HD4400 Graphics
Hard Drives: 500GB Hard Drive 7200RPM SATA
HD Webcam & Noise Cancelling Digital Array Mic
Battery: 6 Cell Lithium-Ion Battery
AC Adapter: 65W A/C Adapter
Internal or External DVD+/-RW Drive
Wireless LAN (802.11): Wireless 802.11a/b/g/n Dual-band Mini Card & Bluetooth 4.0
Hardware Support Services: 3 Year Next Business Day On-Site Service and Accidental Damage Protection

CONFIGURATIONS: MAC O/S SYSTEMS SECTION

Configuration M-1—MAC O/S DESKTOP SYSTEM -- (See description that follows table)

Description/BRAND/Model/Part Number/SKU:	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Fully Encrypted Drive				
Option 2: 27" Display				
Option 3: Apple Wired Keyboard and Mouse				
Option 4: SSD 256GB and 512GB				

M-1– Specifications must be equivalent to or better features than:

Processor: Intel® Core™ i5 Processor (Quad Core, 2.7 GHz) Turbo Boost up to 3.2GHz
Operating System(s): Current MAC O/S
Energy Smart: Energy Star
Memory: 8GB DDR3 Non-ECC SDRAM, 1600MHz, (2-DIMM) (UPGRADABLE TO 16 GB)
Graphics: Intel Iris Pro or NVIDIA GeForce GT 750M Graphics Processor
Monitor: 21.5" LED Backlit Display (1920 x 1080)
Keyboard: Apple Wireless
Mouse: Apple Magic Mouse
External Media Storage Devices: Super Drive
Boot Hard Drives: 1TB -- 5400 RPM
Speakers: Built-in Stereo
Hardware Support Services: 3 Year Apple Care Plan

Configuration M-2— MACBOOK PRO & AIR SYSTEMS -- (See description that follows table)

Description/BRAND/Model/Part Number/SKU:	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Fully Encrypted Drive				
Option 2: Bundle (20" Monitor, Docking Station, Keyboard, Mouse)				

M-2– Specifications must be equivalent to or better features than:

Processor: Intel® Core™ i5 Processor (Dual Core, 2.4 GHz) Turbo Boost up to 2.9GHz or greater
Wireless IEEE 802.11a/b/g/n compatible & Bluetooth 4.0
Operating System(s): Current MAC O/S
Memory: 8GB DDR3 Non-ECC SDRAM, 1600MHz, (2-DIMM) (UPGRADABLE TO 16 GB)
Graphics: Intel Iris Pro or NVIDIA GeForce GT750M GDDR5
13" to 15" LED Backlit Display (1440 x 900), (1920 x 1080) or (2560 x 1600) Resolution
Keyboard: Full-size backlit Keyboard
Multi-Touch Trackpad
Internal or External Media Storage Devices: Super Drive
Boot Hard Drives: 128GB, 256GB or 512GB PCIe based Flash Storage
Camera: HD Camera 720p & Noise Cancelling Digital Array Mic
Hardware Support Services: 3 Year Apple Care Plan

CONFIGURATIONS: TABLET SYSTEMS SECTION

Configuration T-1—TABLET DEVICE ANY MAINSTREAM O/S -- (See description that follows table)

Description/BRAND/Model/Part Number/SKU:	PUBLISHED, PUBLIC HIGHER EDUCATION LIST PRICE	% Discount	Unit Price	Total Price
Please price the following Options Separately				
Option 1: Fully Encrypted Drive				
Option 2: Larger capacity as available. (64GB, 128GB, 256GB, 512GB)				
Option: Cellular Capability				

T-1– Specifications must be equivalent to or better features than:

Processor: Dual Core
Operating System(s): iO/S OR Android OR Windows
Energy Smart: Energy Star
Capacity: 32GB
Wi-Fi capable
Display: 8'-10" 1024 x 768
HD Webcam & Noise Cancelling Digital Array Mic
Battery Life: 8 hours
Speakers: Built-in
USB Connector Preferable
Hardware Support Services: 2-Year Next Business Day On-Site Service and Accidental Damage Protection

Other Mandatory Pricing:

Note: If bidder's proposed pricing models differs from that requested from the proposal form (pricing sheets), it will not be accepted. The University will only accept pricing based on % discount off of published, public higher education list price.

If bidder(s) have other categories/classes/groups of computer products to be offered as part of a typical desktop or notebook configuration or complement the base configurations, other than those listed below, bidder should include pricing discount information for these groups based, once again, as a % off published, public higher education list price. Bidders may attach this information on additional offerings with the form of proposal (pricing sheets).

Pricing based on: _____% off published, public higher education list price for **other desktop configurations than base models**

Pricing based on: _____% off published, public higher education list price for **other laptop configurations than base models**

Pricing based on: _____% off published, public higher education list price for **other tablet configurations than base models**

FOR LARGE (BULK) PURCHASES ON A SINGLE PURCHASE ORDER

Bidder must include additional discount pricing percentage passed on to the University based on volume based discount levels, i.e. commitment via purchase order.

ADDITIONAL % discount off published higher education list price on purchase order:

\$10,000 - \$100,000	_____%
\$100,001-\$250,000	_____%
\$250,001-\$500,000	_____%
\$500,001-\$1,000,000	_____%
\$1,000,001 +	_____%

END OF REQUEST FOR PROPOSAL