

**JOLIET JUNIOR COLLEGE
REQUEST FOR PROPOSAL
PC & LAPTOP PURCHASE PROGRAM**

Proposal Due Date: 03/20/2008 @ 2:00 P.M. CDT

Please direct bid questions to: jmitchel@jjc.edu

Questions will be compiled and answers provided to all vendors. Requests for clarification should be made on or before 03/12/2008 10:00 a.m. The successful vendor will be notified on or before 04/09/08.

All responses and supporting documentation, unless otherwise stated, must be submitted to Joliet Junior College Attn: Judy Mitchell at the address listed below with a subject line of PC & LAPTOP PURCHASE PROGRAM RFP. Proposals must be mailed or hand delivered. No faxed or emailed proposals will be accepted. *Vendor must submit one (1) original and six (6) copies of their proposal.* Proposals must be received no later than 2:00 p.m. CDT on 03/20/2008.

BUSINESS SERVICES OFFICE:

Joliet Junior College
Judy Mitchell, Director of Business & Auxiliary Services
1215 Houbolt Road
Joliet, Illinois 60431
E-mail: jmitchel@jjc.edu

RFP NAME:

PC & LAPTOP PURCHASE PROGRAM RFP

This RFP is for a PC & LAPTOP PURCHASE PROGRAM rendered to Joliet Junior College and its extended campuses.

Joliet Junior College (JJC) reserves the right to accept or reject any or all proposals. It is the College's intent to award this contract to the vendor who provides the best overall value to the college. Joliet Junior College is not obligated to award this contract to lowest bidder.

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Background

1.1 General College Information

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 13,400 credit and 14,800 non-credit students attending classes on its main campus, located within the city of Joliet, and its four extension campuses located in Romeoville, Morris, southeast and downtown Joliet.

1.2 Computer Environment

Joliet Junior College is very committed to using technology and forming vendor partnerships.

Currently, Joliet Junior College has approximately 2000 personal computers in labs, faculty and staff offices, 200 laptops and over 200 networked printers; as well as 200 MACs. Joliet Junior College is committed to incorporating computer functionality in all of our classes.

1. Goals for Joliet Junior College

- 2.1 Establish long-term partnerships with an Original Equipment Manufacturer (OEM) PC provider to implement a program that ensures current technology for all areas of the College at affordable costs and with the flexibility to meet Joliet Junior College's varied needs. In addition, the vendor must be a Gartner Group Enterprise Vendor/Middle Tier Vendor
- 2.2 Simplify the acquisition process for PCs including limiting PC options, implementing electronic ordering and invoicing possibilities, automating the inventory process, simplifying the RMA process and minimizing service and repair requirements.
- 2.3 Have our PC program in place and operational prior to April 15, 2008.
- 2.4 Institute a computer replacement plan, which provides for the replacement of all PCs over a 3-year period.
- 2.5 Maximize our PC investment by obtaining at a minimum a 3-year warranty on all equipment for all parts and labor.

2. Confidentiality

- 2.1 All bidders agree that any information about Joliet Junior College, which is exchanged as part of the bid, negotiation, or performance stages of this contract will be kept confidential by the bidder. This is especially important where the information includes College finances, enrollment issues, projects and future plans for expansion, new academic areas, or other sensitive information.

3. Bidder Communication

- 3.1 Bidders requiring further clarification or interpretation of the RFP must submit their request in writing to Joliet Junior College by March 12, 2008, 10:00 a.m. Central Daylight Time. The contact person for questions is:

Judy Mitchell
Director of Business & Auxiliary Services
Joliet Junior College
1215 Houbolt Rd.
Joliet, IL. 60431-8938
Email: jmitchel@jjc.edu

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- 3.2 By March 14, 2008, any clarifications or corrections deemed necessary by Joliet Junior College will be written and distributed to all vendors who received this RFP.
- 3.3 The bidders RFP submission deadline is March 20, 2008, 2:00 p.m. *Vendor must submit one (1) original and six (6) copies of their proposal*
- 3.4 Any interpretations, corrections, or changes in the RFP made in any manner, other than that described here, will not be binding on the College and should not be relied on in the RFP process.

4. Disclaimers

- 4.1 Proposals must address all terms of this RFP. Terms and conditions may be incorporated into the final contract. In the event that there is a discrepancy between the contract and the RFP, the RFP will prevail.
- 4.2 Joliet Junior College is not obligated to award this contract to the lowest bidder. It is Joliet Junior College's intent to award the contract to the OEM that provides the best overall value to the College. Joliet Junior College also reserves the right to not award this contract to any bidder.
- 4.3 Joliet Junior College reserves the right to award a contract without further discussions. Therefore, the original submissions must be as complete as possible in all respects.
- 4.4 Joliet Junior College may choose to terminate this RFP at any time for any reason.
- 4.5 Joliet Junior College makes no guarantees as to the actual number of PCs purchased, nor will Joliet Junior College accept any penalties from the OEM regarding the number of PCs purchased.

5. Schedule of Events

- 5.1 Joliet Junior College anticipates the following schedule for activities surrounding this RFP:

Distribution of RFP to Bidders	March 3, 2008
Deadline for Receipt of Written Questions	March 12, 2008; 10:00 a.m.
Issuance of Written Response to Questions	March 14, 2008; 1:00 p.m.
RFP Submission Deadline	March 20, 2008; 2:00 p.m.
Finalist Presentations (at JJC's Discretion)	April 2 - 4, 2008
Selection and Award (Approximate)	April 9, 2008
Begin Contract	April 15, 2008

6. General Proposal Requirements

- 6.1 Proposals must be signed by an authorized agent of the Bidder and all information requested must be submitted by the established deadline. All bidders must provide the following in their response to this RFP:
- 6.1.1 Complete bidder information, describing the size and scope of operations, corporate structure, names, titles and roles of people who would be working directly with Joliet Junior College if your company were to be awarded the contract and years of experience with your company.
- 6.1.2 Clearly indicate if any of the roles listed in this RFP will be subcontracted to another vendor.
- 6.1.3 Outline a plan to set up and maintain a successful personal use PC sales program. Please indicate if there is an option of adding volume by allowing students, faculty, and staff to purchase PC's for personal use directly from the OEM.

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6.1.4 A copy of the latest Annual Report or audited balance sheet and profit and loss statement if not publicly available on the Internet.

6.1.5 A list (minimum 5) of other College accounts that have set up programs similar to the one outlined here. List a contact person and current phone number for each account.

6.1.6 Other pertinent information the bidder feels would assist in the evaluation of the bidder's capability.

7. Specific Response Requirements / Proposal Formats

7.1 Use Microsoft Word and a 10-pt. Times New Roman font with 1-inch page margins to respond to sections of this RFP unless the documentation currently exists in another format.

7.1.1 The bidder must list the section and subsection number and simply declare if there is agreement or disagreement with the statement, unless the question asks for specific or detailed information.

8. New PC Evaluation

8.1 The OEM must provide Joliet Junior College notification of new models planned for release at least 120 days prior to their actual (scheduled) release date.

8.2 The OEM must be willing to provide new PC & laptop models to Joliet Junior College for testing and evaluation. These machines must be available for testing at no charge to Joliet Junior College. When the evaluation is completed, the evaluation machine(s) will be returned to the OEM.

8.3 New models must be capable of running the most current standard industry software and capable of being upgraded with standard hardware components that match the current needs of Joliet Junior College.

8.4 All shipping costs to and from Joliet Junior College facilities for the evaluation PCs & laptops will be the sole responsibility of the OEM.

9. PC Purchasing Process

9.1 Purchasing Representatives throughout the College will be indicating a need for new equipment, and forward requests to Joliet Junior College's PC Program Administrator. The PC Program Administrator will verify request accuracy and then place actual orders to the OEM.

9.2 Joliet Junior College will be responsible for forwarding all order information to the OEM, including Joliet Junior College's Asset Tracking Number and delivery location for each piece of equipment ordered.

9.3 There will be no maximum or minimum quantity requirements placed on individual machine orders.

9.4 Joliet Junior College will assign each PC & laptop an Asset Tracking Number and include it in the order. This Asset Tracking Number must be included on the OEM shipping label when orders are sent out so that Joliet Junior College can track orders from submission through delivery. (See Section 14)

10. Hardware

10.1 Unless the OEM no longer manufactures a model, Joliet Junior College retains the right to change models at the College's own discretion.

10.2 Joliet Junior College will work with the OEM prior to changing the models through the program. When the models are changed, the OEM will receive a 120-day notification prior to the change.

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10.3 Minimum Hardware Configurations Available through the Program:

Hardware specifications should benchmark against the Widows Experience Program with at least a 3.5 rating.

10.3.1 Desktop

Processor:	Intel Core 2 Duo E6400, 2.13 GHz
Ram:	2 GB pc2 6400, 800 MHz
Chipset:	Intel G965 or better - support for 8 GB of RAM
Nic:	Intel or Broadcom 10/100/1000 twisted pair Ethernet
Sound:	Integrated 5.1
Video:	Intel Integrated with direct 10 and Aero support
CD/DVD	DVD/CDRW minimum
HD:	160 GB SATA, 7200 rpm, 8 mb cache
Monitor:	17in Flat Panel LCD, 1280x1024 resolution
Mouse:	USB Optical 2 button scroll
Keyboard:	USB Windows standard
Speakers:	2 piece powered

10.3.2 Laptop: Centrino technologies required

Processor:	Intel Core 2 Duo T7250, 2.0 GHz
Ram:	2 GB pc2 5400, 667 MHz
Chipset:	Intel GM965 or better support for 4 GB of RAM and 2 upgradable slots minimum
Nic:	Intel or Broadcom 10/100/1000 twisted pair Ethernet
Sound:	Integrated
Video:	Intel Integrated with direct 10 and Aero support
CD/DVD	DVD/CDRW minimum, DVDRW preferred
HD:	120 GB SATA, 5400 rpm, 8 mb cache minimum
Monitor:	15.4in flat panel LCD, 1280x800 resolution
Speakers:	Integrated
Wireless:	Intel 802.11 a/b/g
Battery:	8 cell or 2 hour minimum life

10.3.3 Tablet PC: Centrino technologies required

Processor:	Intel Core 2 Duo ULV U7600, 1.2 GHz
Ram:	2 GB pc2 5400, 667 MHz
Chipset:	Intel 945GM or better support for 4 GB of RAM and 2 upgradable slots minimum
Nic:	Intel or Broadcom 10/100/1000 twisted pair Ethernet
Sound:	Integrated
Video:	Intel Integrated with direct 10 and Aero support
CD/DVD	DVD-RW, DVD-ram preferred
HD:	120 GB SATA, 5400 rpm, 8 mb cache minimum
Monitor:	12.1 flat panel LCD, 1024x768 resolution
Speakers:	Integrated
Wireless:	Intel 802.11 a/b/g
Battery:	6 cell (55hw) or 4 hour minimum life

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The vendor shall provide pricing on the minimum hardware configuration. The pricing methodology and hardware upgrade strategy used by the vendor during the life of this agreement must be explained. The methodology shall include its ability to rapidly accommodate additional price discounts throughout the life cycle of a product, and its ability to protect the College from negative changes in the industry or the Vendor's standing or retail pricing within the personal computer industry.

Vendor must indicate ability and cost to provide: asset inventory tagging, a monthly electronic file of PC purchases as requested in Section 14, leasing options for the PC's, trade-in options and pricing for other vendor product line offerings.

11. Software

- 11.1 PCs will ship with appropriate licensing for current Microsoft operating system. Price of software must be at current MOLP pricing and be rolled into the total cost of the PC.
- 11.2 Joliet Junior College has the right to change Microsoft operating system at the College's discretion. Joliet Junior College will work with the OEM prior to changing software versions. When these versions are changed, the OEM will receive a 60-day notification prior to the change.
- 11.3 Joliet Junior College has a standard desktop image for staff and several custom images for student labs. Joliet Junior College would like to explore having the OEM image our machines if it's cost effective to the college.

12. Warranty and Customer Service

12.1 Warranty

- 12.1.1 OEM will provide a comprehensive parts and labor 3-year warranty at a minimum on all equipment.
- 12.1.2 OEM will pay shipping costs both ways for any equipment required to be returned to the vendor's repair facility.

12.2 Customer Service

- 12.2.1 The OEM will have one dedicated and one backup Customer Service Representative (CSR) assigned as a point of contact.
- 12.2.2 It is the CSR's responsibility to keep the PC Program Administrator informed of discontinued configurations, discontinued software, price decreases / increases, and new configurations.
- 12.2.3 Any call center support should be U.S. based..

13. Shipping and Receiving

13.1 Lead Times

- 13.1.1 Specify the interval between time of order to delivery that Joliet Junior College can reasonably expect.

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13.2 Receiving/Tracking

- 13.2.1 The OEM must have a single Bar Code included as part of the shipping label. The shipping label / bar code on the exterior of the cardboard PC box must have the following:

Information to be encoded and displayed:

Joliet Junior College asset tracking number - Alphanumeric, up to 15 characters
Equipment Serial Number - As specified by equipment manufacturer
Purchase Order Number
Warranty Expiration Date
Model #
Processor

- 13.2.2 The PC label must have the same symbology and physical characteristics as stated in 13.2.1.

13.3 Shipping and F.O.B.

- 13.3.1 All equipment sent to Joliet Junior College for any reason must be sent F.O.B. DESTINATION, freight prepaid. The cost shall be included in unit cost in Section 10.
- 13.3.2 Joliet Junior College will not be responsible for arranging for any shipping methods or paying for any shipping costs for returns, parts, and new product evaluations.
- 13.3.3 Joliet Junior College will not be responsible for damages to any products in transit.

14. PC Inventory/Asset Tracking

- 14.1 In order to help track the assets purchased, Joliet Junior College requires electronic monthly asset reporting of all purchases made by Joliet Junior College. Information shall include JJC asset number, serial number, purchase order #, processor, and warranty expiration date. The cost to provide this service shall be included in the unit price.

15. PC Repair

15.1 Warranty

- 15.1.1 All PCs provided by the OEM will be covered by a warranty that covers all parts and labor for 3 years (36 months) at a minimum.
- 15.1.2 Joliet Junior College would like to perform all warranty work, unless it is determined that the problem can only be resolved by the vendor on-site.

15.2 Component Inventory

- 15.2.1 The OEM will make available to Joliet Junior College a component inventory for each model used at Joliet Junior College. This inventory will be available at no charge to Joliet Junior College.
- 15.2.2 Replacement components for repairs/swaps for PC's under warranty will be made available by the OEM as deemed necessary by Joliet Junior College at no cost.
- 15.2.3 If the OEM is not able to supply Joliet Junior College with the exact component for a bad or failed part for any reason, the OEM will immediately supply Joliet Junior College an available component that is equal to or an upgrade to the current component configuration free of charge.

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15.3 RMA for Components

- 15.3.1 Joliet Junior College will draw on its existing component inventory, as stated in Section 15.2.1, to replace failed components under warranty and initiate an RMA for replacement.
- 15.3.2 The OEM will assume all shipping and liability costs for components both to and from Joliet Junior College.
- 15.3.3 OEM will provide a pre-paid shipping label to be included with the part when received.
- 15.3.4 Provide complete documentation of RMA process. Any training necessary for JJC staff to execute this process shall be provided to the College at no cost.

15.4 Lemon Protection Plan

The OEM must provide a “Lemon Protection Plan” for the first year of life of the PC. If a system arrives DOA or has repeated component failures, such as three failures on one PC during the first year, OEM must make all reasonable efforts to repair or replace the unit equal to or better than the original.

16. Self Maintainer Program

- 16.1 Provide details of OEM’s self maintainer program including but not limited to benefits, associated fees, requirements, reimbursement rates and frequency.

17. Purchase Requirements

- 17.1 The OEM will state the purchase price of each system listed in Section 10.3.
- 17.2 Joliet Junior College is looking for the best price that can be achieved throughout a multi-year relationship with the OEM and not just the systems listed in Section 10.3.

18. Upgrade Capability

During the life of the program, the IT department has the ability to upgrade computer hardware at the department’s discretion and Joliet Junior College is under no obligation to obtain new hardware components from the original equipment manufacturer.

19. Recycling

Due to the large number of PC replacements per year, being environmentally conscious and faced with limited space, the college wishes to explore the possibility of OEM recycling. Provide details and cost if an OEM solution is available that meets DoD class seven data destruction standards.

20. Tax and Invoice Requirements

Joliet Junior College is tax exempt and our payment terms to the company are net 30 from the date of invoice.

21. Preferred Vendor / Corporate Sponsor Status

As stated in the beginning of this RFP, Joliet Junior College is very interested in forming long-term, win-win partnerships with suppliers. Please outline any ideas you may have about entering into an exclusive arrangement including length of contract, and indicate what incentives would be offered to Joliet Junior College as a result of such a contract. This information is for consideration only; any exclusive agreement requires a separate contract.

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22. Response Deadline

Proposals must be mailed or hand delivered to Judy Mitchell at jmitchel@jjc.edu and must indicate **RFP for PC & Laptop** as the SUBJECT. Proposals must be received no later than 2:00 p.m. on March 20, 2008, Central Daylight Time. *Vendor must submit one (1) original and six (6) copies of their proposal*
Late responses will be deleted prior to opening.

23. Whether a proposal is deemed responsive to this Request for Proposal shall be determined exclusively by and under the sole discretion of the College. The College reserves the right to waive any informality in or reject any or all proposals and to accept proposals deemed most favorable to the interest of the College after all proposals have been examined, reviewed, and tabulated.

24. Evaluation

The pricing shall account for 51% of the total evaluation.

The Vendor's warranty, customer service support, RMA process and PC repair/self-maintainer program shall account for 15% of the evaluation.

The Vendor's experience, references and qualifications shall account for 5%.

The Vendor's partnership opportunities available to the College, such as student/staff purchases, grants, scholarships, and philanthropy shall account for 5% of the evaluation.

Completeness of the Vendor's response accounts for 42%.