



JOLIET JUNIOR COLLEGE
—1901—

PC, LAPTOP & TABLET PURCHASE
PROGRAM
REQUEST FOR PROPOSAL
#R18010

1.0	INTRODUCTION	2
1.1	VISION STATEMENT	2
1.2	MISSION STATEMENT.....	2
1.3	SCOPE.....	3
2.0	TERMS OF AGREEMENT	4
2.1	CONFIDENTIALITY AND LEGAL STATEMENTS	4
2.2	GENERAL TERMS AND CONDITIONS	4
3.0	INSTRUCTIONS TO VENDORS	6
3.1	VALID SUBMISSIONS	6
3.2	RFP RESPONSE FORMAT.....	8
3.3.	REFERENCE ACCOUNTS.....	8
3.4	RFP RESPONSE EVALUATION	9
3.5	EVALUATION CRITERIA.....	10
3.6	RFP TIMELINE	11
4.0	TECHNOLOGY ENVIRONMENT	12
4.1	PC HARDWARE REQUIREMENTS.....	12
4.2	SOFTWARE.....	13
4.3	WARRANTY AND CUSTOMER SERVICE	13
4.4	SHIPPING AND RECEIVING	14
4.5.	PC INVENTORY/ASSET TRACKING	15
4.6	PC REPAIR	15
4.7	RMA FOR COMPONENTS.....	15
4.8	LEMON PROTECTION PLAN	16
4.9	SELF-MAINTAINER PROGRAM	16
4.10	PURCHASE REQUIREMENTS	16
4.11	UPGRADE CAPABILITY.....	16
4.12	RECYCLING.....	16
4.13	TAX AND INVOICE REQUIREMENTS	16
4.14	PREFERRED VENDOR / CORPORATE SPONSOR STATUS.....	17
5.0	PRICING	17
	CERTIFICATION OF CONTRACT BIDDER	19



1.0 INTRODUCTION

Background

Founded in 1901, Joliet Junior College (JJC) is the nation's first public community college. JJC is one of 39 community college districts governed by the Illinois Community College Board (ICCB) under the Illinois Board of Higher Education (IBHE).

On average, JJC annually serves more than 30,000 students in credit courses and 15,000 students in noncredit courses. JJC employs nearly 1,400 full and part-time employees.

Educational offerings focus on five areas: pre-baccalaureate transfer programs, occupational education, adult basic and secondary education, continuing education and economic development, and personal enrichment. The College offers 59 associate degree programs and 127 credit-bearing certificates. The College provides a full complement of support services.

JJC is located approximately 45 miles southwest of Chicago. The JJC district straddles seven counties, a 1,442-square-mile area, and serves nearly 210,000 households and 700,000 residents. JJC is the only public postsecondary institution within District 525 boundaries. The College consists of one main campus, two large satellite locations, three education centers, and 30 high schools offering dual credit coursework.

JJC offers traditional, hybrid, and online delivery of instruction. The College offers seven degrees and 13 certificate programs where coursework can be completed online.

1.1 Vision Statement

Joliet Junior College will be the first choice.

1.2 Mission Statement

Joliet Junior College is an innovative and accessible institution, dedicated to student learning, community prosperity, cultural enrichment, and inclusion. JJC delivers quality lifelong learning opportunities empowering diverse students and the community through academic excellence, workforce training, and comprehensive support services.



OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from qualified providers to procure a PC, laptop and tablet purchase program for Joliet Junior College and its extended campuses.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.

1.3 Scope

Goals for Joliet Junior College

1.3.1 Establish a partnership 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.

1.3.2 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.

1.3.3 PC program in place and operational by July 1, 2018

1.3.4 Maximize our PC investment by obtaining at a minimum a 3-year warranty on all equipment for all parts and labor.

1.3.5 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.

1.3.6 Type of hardware and PC life cycle services

- Anticipated volume annually: 450 Desktops, 25 Laptops & 25 Tablets
- Geographic distribution of users: JJC has one main campus: Joliet Junior College has three campuses and three extension centers to serve residents throughout District 525.
- Number and type of configurations: 3 types of configurations: Desktop, Laptop, and Tablet PC
- Time frame for agreement: (2 years)
- Single or multiple vendor awards from contract: single
- Current hardware and service provider(s): HP



2.0 TERMS OF AGREEMENT

Any contract, which results from this RFP, shall be for a period of two (2) years from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional three (3) one-year terms.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to pre-bid conferences. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jjc.edu. No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.

2.1 Confidentiality and Legal Statements

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

2.2 GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.



Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Business Enterprise Program (BEP):

Minorities, Females, and Persons with Disabilities Participation and Utilization Plan:

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575). Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract award. Go to <http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements for BEP certification. For applicable projects, vendors may be asked to submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.



Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

3.0 INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631. Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before **2:00 P.M. CST on April 30, 2018.**

All questions and answers will be published and provided to all potential suppliers by the end of the business day on **May 4, 2018.**

3.1 VALID SUBMISSIONS

This section outlines the requirements to ensure that the RFP bid response is considered.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed and/or emailed proposals ARE NOT acceptable. All RFPs must be submitted by **May 14, 2018 at 2:00 p.m. CST**, the date and time of public opening (see above). RFPs must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP NAME – **RFP for PC, LAPTOP, & TABLET PURCHASE PROGRAM**, the opening date and time. **An original and five(5) copies and one (1) complete electronic copy (DVD or thumb drive) of the RFP shall be provided.** The original copy should be so noted and signed. **RFPs must be addressed to:** Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room A3102, 1215 Houbolt Rd., Joliet, IL 60431-8938



RFPs not submitted in the format as instructed by this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, and properly identified.

Receipt of RFP / Late RFP: Sealed RFPs shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFPs received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received **on or before May 14, 2:00 P.M. CST** on at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938.

INSURANCE: The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.



TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

3.2 FORMAT FOR RESPONSE

Purpose: To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified. **An original and six (6) copies and one (1) complete electronic copy (DVD or thumb drive) of the RFP shall be provided. Each hard copy shall be submitted in a binder. The original copy should be so noted and signed.**

Instructions on RFP response format may include but are not limited to the following:

1. **Title Page**
Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.
2. **Table of Contents**
Clearly identify the materials by sections and page number(s).
3. **Letter of Transmittal**
Limit to one or two pages.
 - a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
 - b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

3.3 REFERENCES

Purpose: The request for references is to put the burden of proof on the vendor that it has provided similar products and services to other accounts and that those accounts have been satisfied with the vendor's service.

Representative Content: A list (minimum 5) of other higher education clients that have set up programs similar to the one outlined here. List a contact person and current phone number for each client.



3.4 RFP RESPONSE EVALUATION

Purpose: This section is designed to apprise vendors of how their RFP bid responses will be evaluated and scored.

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. The provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process.
2. The quality and range of services the firm proposes to provide.
3. The extent to which the goods or services meet JJC needs.
4. The firm's overall experience, reputation, expertise, stability and financial responsibility. Audited financials must be submitted for non-publicly traded companies.
5. The vendor's past relationship with JJC, if any.
6. The experience and qualifications of the staff that will be assigned to service JJC's account.
7. The ability to provide service in an expedient and efficient manner.
8. Vendor's financial terms offered to JJC.
9. The training options available.
10. The total, long-term cost to JJC to acquire the vendor's goods and services.
11. Any other relevant factor that a private business entity would consider in selecting a supplier.



3.5 EVALUATION CRITERIA

Purpose: This section describes how vendor capabilities will be determined and scored. Note that criteria can be shared but not the exact weighting because this might influence vendor responses.

In addition, Joliet Junior College will apply the following weighted scoring when evaluating each proposal.

- **Suitability to purpose, fit and finish shall account for 15% of the total evaluation**
- **User Evaluation and Feedback shall account for 5% of the total evaluation**
- **Pricing shall account for 15% of the total evaluation**
 - Discount
 - Ongoing price adjustment methodology
 - Nonstandard device pricing,
 - Third- party product pricing
- **Vendor support shall account for 20% of the total evaluation**
 - Pre-sales and post-sales support
 - Dedicated customer service
 - Warranty and repair service
 - PC life cycle services
 - Ability to meet SLAs
- **Ease of Doing Business shall account for 10% of the total evaluation**
 - Account team responsiveness
 - Flexibility of terms
 - Simplified billing
 - Clear problem escalation path
 - Reporting
- **Global Reach shall account for 15% of the total evaluation**
 - Operates in all required countries
 - Global availability of proposed configurations
 - Localized OS and keyboards
 - Ability to meet global support requirements
- **Vendor Switching Support shall account for 5% of the total evaluation.**
 - Migration planning
 - Switching cost reduction
 - IT & user training
- **Cultural Alignment shall account for 5% of the total evaluation.**
 - Safety
 - Minority-owned business
 - Ecological concern
- **Customer references shall account for 10 % of the total evaluation**



3.6 RFP TIMELINE

Purpose: This section is designed to make the RFP bid response submission deadline very clear and to set vendor expectations for the timing of the RFP process.

Table 1. RFP Timeline

Activity	Date	Time
Vendors contacted via email / advertised	April 23, 2018	
Last date/time for submission of written questions via email to purchasing@jjc.edu	April 30, 2018	2 p.m. CST
Responses to questions emailed	May 4, 2018	4:30 p.m. CST
Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431	May 14, 2018	2 p.m. CST
JJC Evaluation Team reviews proposal	May 14-18, 2018	
Possible presentations by two top short-listed firms	May 21-22, 2018	
Notification of Award	June 14, 2018	



4.0 TECHNOLOGY ENVIRONMENT

This section provides a detailed description of the environment in which the RFP will be fulfilled, along with any special considerations that might apply.

4.1 PC HARDWARE REQUIREMENTS

Purpose: This section describes the functional PC hardware requirements in terms of device types (Desktop, Laptop and Tablet PCs), peripherals and OSs, as well as any other software to be purchased from the vendor for the systems.

Minimum Hardware Configurations Available through the Program:
Hardware specifications should benchmark against the Widows Experience Program with at least a 3.5 rating.

4.1.1 Desktop

Processor: Intel Core i5, 7th generation and newer, 3.10 GHz (must support DDR4)
Chipset: vPro Enabled
Hard Drive: 500+ Solid State Drive
Memory: 8+ GB DDR4 or better, 1 memory module installed
Mouse: USB Optical 2 button scroll
Keyboard: USB Windows standard
Form Factor: Mini Tower, Full Tower, All-in-one
Video: 3 video output sources
Audio: Integrated audio
LAN: Intel Gigabit NIC
Optical Drive: DVD-RW
Monitor: Minimum 23" Wide Flat Panel LCD
Energy Efficiency: ENERGY STAR 5.0
Software:
OS: Windows 10 x64
DVD playing software included (which can be redistributed)
The devices must have the Persistence Technology leveraging Absolute's privileged position embedded in the BIOS or firmware of the devices.

4.1.2 Laptop

Processor: Intel Core i5, 7th generation and newer, 2.60GHz and Higher
Chipset: vPro Enabled
Hard Drive: 256GB Solid State Drive
Memory: 8+ GB DDR4 or better, 1 module
Audio: Integrated audio
Webcam: Integrated
Microphone: Integrated
Sound: Stereo headphone line out
LAN: Intel Gigabit NIC, RJ45 port, 802.11 a/b/g/n/ac (Intel)
Bluetooth: 4.1 and Above
Software: Windows 10 x64



The devices must have the Persistence Technology leveraging Absolute's privileged position embedded in the BIOS or firmware of the devices.

Energy Efficiency: ENERGY STAR QUALIFIED

4.1.3 Tablet PC

Processor: Intel Core i5, 7300U 7th generation and newer, 2.60 GHz and higher
Chipset: vPro Enabled
Hard Drive: 256GB Solid State Drive
Memory: 8+ GB DDR4 or better, 1 module
Audio: Integrated audio
Webcam: Integrated
Microphone: Integrated
LAN: 802.11 a/b/g/n/ac (Intel)
Bluetooth: 4.1 and Above
Keyboard
Software: Windows 10 x64

The devices must have the Persistence Technology leveraging Absolute's privileged position embedded in the BIOS or firmware of the devices.

Energy Efficiency: ENERGY STAR QUALIFIED

4.2 SOFTWARE

- 4.2.1 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.
- 4.2.2 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.
- 4.2.3 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.

4.3 WARRANTY AND CUSTOMER SERVICE

4.3.1 Warranty

- 4.3.1.1 OEM will provide a comprehensive parts and labor 1-year warranty at a minimum on all equipment.
- 4.3.1.2 OEM will pay shipping costs both ways for any equipment required to be returned to the vendor's repair facility.



4.3.2 Customer Service

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

4.4 SHIPPING AND RECEIVING

4.4.1 Lead Times

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

4.4.2 Receiving/Tracking

- 4.4.2.1 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

- 4.4.2.2 The PC label must have the same symbology and physical characteristics as stated in
- 4.4.2.3 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 5.
- 4.4.2.4 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.
- 4.4.2.5 Joliet Junior College will not be responsible for damages to any products in transit.



4.5 PC INVENTORY/ASSET TRACKING

- 4.5.1** 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.

4.6 PC REPAIR

4.6.1 Warranty

- 4.6.1.1** All PCs provided by the OEM will be covered by a warranty that covers all parts and labor for 1 year (12 months) at a minimum.
- 4.6.1.2** Joliet Junior College is currently a self-maintainer site and would like to perform all warranty work, unless it is determined that the problem can only be resolved by the vendor on-site.

4.6.2 Component Inventory

- 4.6.3** 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.
- 4.6.4** 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.
- 4.6.5** 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.

4.7 RMA FOR COMPONENTS

- 4.7.1** Joliet Junior College will draw on its existing component inventory, as stated in Section 10.2.1, to replace failed components under warranty and initiate an RMA for replacement.
- 4.7.2** The OEM will assume all shipping and liability costs for the components both to and from Joliet Junior College.
- 4.7.3** OEM will provide a pre-paid shipping label to be included with the part when received.
- 4.7.4** 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.



4.7.5 The OEM will ship all RMA parts overnight.

4.8 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.

4.9 SELF-MAINTAINER PROGRAM

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

4.10 PURCHASE REQUIREMENTS

4.10.1 The OEM will state the purchase price of each system listed in Section 5.3.

4.10.2 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 5.3.

4.11 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 (OEM).

4.12 RECYCLING

Due to the large number of PC replacements per year, limited storage space, and our commitment to sustainability, 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.

4.13 TAX AND INVOICE REQUIREMENTS

Joliet Junior College is tax exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of taxes. The supplier shall absorb the taxes entirely. Upon request, JJC’s Tax Exemption Certificate will be furnished. Joliet Junior College’s a payment terms to the company are net **45** days from the date of invoice.



4.14 PREFERRED VENDOR / CORPORATE SPONSOR STATUS

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.

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.

5.0 Pricing

- 5.1** The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses.
- 5.2** 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.
- 5.3** This section of the RFP should also delineate the following:
 - 5.3.1** A fixed price for hardware for an agreed-on length of time.
 - 5.3.2** Explanation of pricing methodology when a new model is introduced.
 - 5.3.3** Explanation of how pricing is adjusted at the end of the specified fixed price period.
 - 5.3.4** Clear illustration that the fixed price throughout the course of the year represents a fair discount off the average market prices throughout that period.
 - 5.3.5** Explanation of discounting methodology: Discount off agreed-on price or index (hardware): A discount is applied to an agreed-on publicly available index (such as list price, state or government contract pricing, and trade association pricing) on a regular basis that can be monthly, quarterly or semiannually.
 - The index must be specified; it must be publicly available.
 - The discount level must be specified.
 - Suggested language: "For any given model or configuration, the PC hardware price will be XX percent off <agreed upon index> or the previous month's price, whichever is lower."



5.3.6 Explanation of Cost plus (hardware): A percentage markup is added to the supplier's cost (validated by the hardware prices on the supplier's purchase invoice). This is only viable in a reseller situation in which purchase invoices are available and the reseller is willing to share them.

- Percentage markup
- Exact documentation required to establish supplier cost
- Ongoing supplier cost reporting process

5.3.7 Warranty pricing

- Base warranty: What is included in the price of the hardware in terms of type coverage and warranty repair turnaround?
- What is not included in the base warranty?
- Accidental damage coverage pricing.
- Uplift costs for faster service, on-site repairs and/or any other service coverage not included in the base warranty.

5.3.8 Self-maintainer program availability, cost, reimbursement, spare parts requirements, training and certification requirements.

5.3.9 Shipping costs

- Itemized versus bundled in PC hardware pricing
- Bulk pallet pricing
- International shipping uplift costs

5.3.10 PC life cycle service pricing

- Itemized versus bundled- in PC hardware pricing
- Impact of SLA on pricing

5.3.11 Vendor must also indicate the ability and cost to provide:

- Asset inventory tagging
- A monthly electronic file of PC purchases
- Leasing options for the PC's
- Trade-in options and pricing for other vendor product line offerings



CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED WITH YOUR BID TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, H-1019
1215 Houbolt Road
Joliet IL 60431