



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
IP11

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
BUYER 42
304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

ALL STATE AGENCIES
 AND POLITICAL SUBDIVISIONS
 VARIOUS LOCALES AS INDICATED
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/01/2011				

BID OPENING DATE: 11/15/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 2		
				THIS ADDENDUM IS ISSUED TO:		
				1.) PROVIDE ANSWERS TO ALL TECHNICAL QUESTIONS SUBMITTED IN ACCORDANCE WITH THE PROVISIONS OF THE ORIGINAL REQUEST FOR QUOTATION (IP11),		
				2.) TO RESISSUE THE SPECIFICATIONS IN THEIR ENTIRETY,		
				3.) TO PROVIDE REVISED PRICING SHEETS, AND		
				4.) TO EXTEND THE BID OPENING DATE.		
				BID OPENING DATE IS EXTENDED TO: 11/15/2011		
				BID OPENING TIME REMAINS: 1:30PM		
				***** END ADDENDUM NO. 2 *****		
0001		LS		205-43		
	1					
				PERSONAL COMPUTERS		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

TECHNICAL QUESTIONS STATEWIDE CONTRACT – IP11

Q. In reference to the Windows 7 Enterprise 32-bit Operating System Requirements, does the State of West Virginia Department of Administration Purchasing Division have a state agreement with Microsoft in place? If so, what Microsoft state license agreement (# and type).

A. WVOT's Volume License version of Windows 7 Enterprise. WVOT's parent program number is "Enterprise 6 01E65001

Q. All desktop requirements include a USB 3.0 port and since this is not supported natively by the current chipsets, it will require the inclusion of a separate PCIe card to provide it. This will of course, increase the base price in most cases. Therefore, would the State of WV consider making this an optional requirement to allow those not needing it to save money?

A. This should be made optional. The requirement should be for USB 2.0

Q. 3.3.5 Demo Units – Should vendors expect the State of West Virginia to keep the demo units?

A. Yes. The demo unit(s) will be used to make custom images throughout the life of a given model.

Q. Is the State of West Virginia purchasing printers on IP11 as indicated on the first page of the RFQ? If so what are the printer specifications?

A. No. Printers should be removed from the two references in the document.

Q. Page 1-7 "Request for Quotation". Please confirm that the acknowledgement form is required to be submitted as part of complete bid.

A. Please refer to the RFQ language for instruction on bid submission requirements.

Q. Page 4 "Exhibit 3". Please confirm the pricing methodology requested. Will unit pricing on awarded systems remain fixed for a year, or for the entire life of the contract. What are the State of WV's expectations for follow on methodology at transition?

A. The State expects that the price would remain the same or decline over the life of the contract.

Q. Page 6 and 7 "Delivery Instructions". Please confirm how the State of WV would prefer bid submissions be sent in. The Notice explains hard copy submission with sealed envelope instructions, but there are many attachments in excel form that would be easily transmitted electronically via email.

A. The State cannot accept emailed bid submissions. Any bid received by email will not be considered and will be disqualified.

Q. Page 10 "3.1.3". Please confirm if imaging is required to be included in the pricing of all system units or if the cost to upgrade is only required. Please also confirm if test units are required to be submitted to the State of WV, the number of test units per awarded model, and the timeline required to do so. Will different entities ordering from the contract have their own unique images? Please confirm the frequency the State of WV expects this service to be requested.

A. There should be the following options for each pc: Standard image, Custom image, and no image. There will be one standard image for each model of client device. Any other images for the model would be considered Custom and would be created per order.

The demo/test unit should be provided prior to the model being available on contract so that a standard image is available for all consolidated agencies.

There should be one Demo/Test unit provided for each model of device on contract. This unit will be used to produce the Standard image and any future custom images.

An average expected number of requests for custom images (based on history) is four per month. Keep in mind that these requests usually come in waves at the beginning or end of fiscal periods.

Standard images are typically refreshed once per quarter. If the state makes a major change to its standard client setup, a new standard image may be produced out of cycle.

Q. Page 10 "3.1.5". Please confirm which license of Windows 7 is required. Please also confirm the State of WV's Microsoft Purchasing Agreement and upgrade rights.

A. For "no image" pc's it should be Windows 7 professional. Standard and Custom images will be produced using WVOT's Volume License version of Windows 7 Enterprise. WVOT's parent program number is "Enterprise 6 01E65001". The license count for OS will be attributed to a particular enrollment based on agency/agreement. This is handled by WVOT in conjunction with its LARMS vendor and Microsoft.

Q. Page 11 "3.3.7". Please confirm if replacement units at transition must maintain the same unit prices (price point replacement/firm fixed price) for the entire life of the

contract. Please also confirm the potential maximum term is three years price point replacement (one year with two (1) year optional renewals).

- A. The State expects that the price would remain the same or decline over the life of the contract.
- Q. Page 14 "3.9.1.2". Please confirm the State of WV's definition of second level technician support. This will allow OEMs to provide the correct level of coverage balanced with cost effective solutions. It may be that an OEM's standard level of warranty support meet's the State's expectation for technician support without adding additional warranty upgrades and cost.
- A. The "second level technician" is intended to denote the capability of the contact when calling for warranty support. A "first level technician" would only be able to take information to pass on to a higher level, or direct our staff to resources available online to them already. The direct contact should have the ability resolve the warranty issue directly (i.e. schedule an onsite replacement, issue a part for delivery, or provide direct troubleshooting assistance).
- Q. Page 14 "3.9.4.1". Please confirm if it is desirable that the State of WV also be able to receive reimbursement for the warranty self-maintainer repair performed.
- A. Yes.
- Q. Page 15 "3.10.1". Please confirm if the State-supplied tags are the same across all entities ordering or if there will be individual unique asset tags per entity. Please also confirm the frequency the State of WV expects this service to be requested.
- A. The tags are NOT the same across all state agencies. Less than 10% of systems ordered over the past year have included inventory tags.
- Q. Page 15 "3.10.2". Please confirm the frequency the State of WV expects accidental damage service to be requested.
- A. Past history has shown this typically occurs less than 30 times in a given year.
- Q. Page 15 "3.10.4". Please confirm if B2B online ordering capabilities may be required.
- A. While the State would prefer a B2B ordering procedure current practices may limit this. The State is interested in pursuing this option but it is not considered a mandatory requirement to bid on this contract.
- Q. Page 15 "4.3". Please further define how Vendors are expected to upgrade and maintain configurations.

A. The expectation is that change orders will occur at regular intervals to add current technology. An example would be the introduction of a new removable media technology, new type of processor, or new type of memory so that new systems that are acquired as a part of the contract are on pace with current technologies.

Q. RAM required 2GBX2, can we quote 4GB in 1 DIMM? This will allow for future expansion.

A. Yes

Q. Cannot quote WIN7 Enterprise. Can we quote WIN7 Pro?

A. Yes

Q. Is Mid Tower the same as Mini Tower?

A. Generally speaking it is two separate classes of size. For the purpose of evaluation the minimum classification should be Mid Tower.

Q. Is there flexibility in the USB Port requirements to achieve lower cost? Example, 8 ports in place of 10 and USB 2.0 in place of 3.0? Is USB 3.0 through an expansion slot acceptable?

A. USB 2.0 is required, USB 3.0 is optional. The minimum requirements for USB ports will be lowered to 4 in the back and 2 front.

Q. Do you want Vendors to provide pricing for BOTH Intel and AMD or lowest cost options?

A. Please provide your lowest cost option that meets the specifications or greater whether Intel or AMD.

Q. AMD Processor at 3.0 GHz an option or is the listed AMD Processor a must? Are you flexible for lower cost option?

A. The State requires Intel or AMD equivalent or greater as specified in each class machine.

Q. Is there flexibility in Video Card as stated for GIS PC?

A. Flexibility, Yes. The model is not important as long as benchmarks are equivalent, or better.

- Q. Are you interested in supporting documentation from Manufacturers in regards to current and long term strategy of End User products and services as a business?
- A. This is optional as a part of the bid evaluation. It is a requirement for the winning bidder to be able to provide this information throughout the life of the contract.
- Q. What will be the decision criteria be in awarding this business to a vendor?
- A. Per WV State Code 5A-3-11(e) , *"All open market orders, purchases based on advertised bid requests or contracts made by the director or by a state department shall be awarded to the lowest responsible bidder or bidders..."*
- Q. Are there any state requirements for vendors having a physical presence in the State of WV?
- A. Potential vendors are not required to have a state presence.
- Q. What are any current issues in regards to imaging of state PC's that could be fixed with the right vendor imaging solution?
- A. We currently do not have issues with images that come from vendors.
- Q. How many images does the state currently have?
- A. We maintain a standard image for each model of computer. All consolidated agencies are required to have the standard image on any PC that they order. The current total is 8 standard images.
- Q. Will all systems be imaged?
- A. The majority, but not everyone. Better than 90% of the systems ordered will have the standard image applied.
- Q. Are you looking for asset tagging services as well?
- A. Asset tagging services should be available as an option when requested.
- Q. In reference to the Windows 7 Enterprise 32-bit Operating System Requirements, will the State of West Virginia Department of Administration Purchasing Division consider revising the wording of the Operating System specifications to state Windows 7 Professional 32-bit?
- A. Because Windows 7 enterprise cannot be quoted outside of the agreement, Windows 7 professional can be quoted for lowest bid evaluation. Our standard image will include Windows 7 32-bit OS that is licensed as a part of our Enterprise agreement.

- Q. Section 3.1.6 of the IP11 RFQ states that "All hardware provided under this contract must be Energy Star 4.0 compliant." Will the State of West Virginia consider making this an optional specification for desktops in Attachments A and B , as it adds additional cost to the unit due to the need for a high efficiency chassis?
- A. Energy Star 4.0 compliance will remain a mandatory component of this contract.
- Q. The i5-2405s (6M Cache, 2.50 GHz) processor listed in Attachment B is not a typical offering in business class machines. Will the State of West Virginia consider modifying the specification to the i5-2400 (6M Cache, 3.10 GHz) processor, which exceeds the specifications?
- A. We will change the minimum to the i5-2400, it has a preferable feature set
- Q. The i7-2600k (8M, 3.40 GHz) processor listed in Attachment C is not a processor we can offer. Will the State of West Virginia consider modifying the specification to the i7-2600 (8M, 3.40 GHz) processor, which has very comparable features? See the following link for a detailed comparison: <http://ark.intel.com/compare/52214,52213>
- A. We will change to the i7-2600, it has a preferable feature set.
- Q. Will the State of West Virginia consider an AMD graphics option to reduce cost, or is Nvidia graphics the mandate?
- A. The network card specification is a minimum. Any brand card that has equivalent or better benchmarks would be acceptable for the evaluation.
- Q. Will the State of West Virginia consider removing the USB 3.0 specification on the Attachment D specification, or making it an option?
- A. Yes. See previous response on new USB specifications.
- Q. In order to offer the most cost effective and vendor neutral options, will the State of West Virginia consider accepting a Wireless LAN module from a manufacturer other than Intel for Attachment D?
- A. The specification listed is a minimum. The substitution would have to meet the same speed, protocol and feature sets.
- Q. For memory specifications listed in Attachments E and F, the requirement states 4 GB (2x2 GB). Will the State of West Virginia consider modifying the specification to 1x4GB, which will allow memory upgrades, if the State decides upon this option in the future?
- A. Yes. The requirement is 4GB. 1x4 is acceptable.
- Q. The battery specification in Attachment states Extended. Does this imply that a secondary battery should be offered in addition to the primary battery, to extend the run time of the primary battery?

- A. The optional component should be a longer life replacement of the primary batter, not just an additional battery to extend the runtime of the system.
- Q. Since there are different parts and costs associated with options for notebooks vs. options for desktops, is there a way to change attachment H to provide a column for desktops and a column for notebook options?
- A. We will add a column for desktop and laptop so that things like memory can be priced appropriately where it applies.
- Q. On attachment H, you are asking for Computrace, since there are many different options of Computrace and the state is currently purchasing Computrace **Complete** for either 2, 3 or 4 years, can this be specified on the pricing form?
- A. Comptrace Complete for a period of 4 years. The attachments will be adjusted to reflect specifics.
- Q. Section 2.1 references Attachment K a West Virginia regional support map but it was not part of the RFQ.
- A. We wanted to demonstrate that the vendor would need to provide support in some instances to other areas of the state outside of the Charleston area. We are deleting the reference to the regional support map. Section 2.1 should now read as: The central point-of-contact for all IP11 procurement will be the Office of Technology, located at the Capitol Complex, Bldg 5, 10th Floor, in Charleston, West Virginia. The successful vendor must perform on-site support at any and all State office, regardless of their physical location. A large portion of the State's business is conducted either at the State Capitol Coplex, located at 1900 Kanawha Boulevard, in Charleston, or at other centralized offices located in, or near, the city. However, the successful vendor will be expected to perform support at any State office.
- Q. The State Department of Education (DOE) currently has their own PC contract. How will this contract work with the OT contract?
- A. The OT contract will not change the DOE contract. However, if the successful vendor bids educational pricing lower than the DOE pricing the DOE may utilize the OT contract. Vendors may choose to bid the "Education Cost" column at a lower or equal price as the "State Cost" column on Attachments A through I. However, the "Educational Cost" will not be utilized in the evaluation page on Attachment J.
- Q. Attachment H indicates that the optional components will not be part of the evaluation but Attachment J has a line item for their costs to be included.
- A. The "Not Part of the Evaluation" indication on Attachment H will be removed.

See attached updated cost evaluation statements A-I.

**REQUEST FOR QUOTATION: IP11
STATEWIDE CONTRACT
COMPUTERS AND PERIPHERALS**

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting bids to establish a statewide contract for computers and peripherals. This Contract shall extend to include state agencies, community colleges, institutions, counties, municipalities, public schools, and other local government entities.

1.0 PURPOSE

The purpose of this RFQ is to seek bids from interested original equipment manufacturers (OEM), capable of providing desktops, laptops, netbooks and tablet pcs;, (PCs) without integrated cellular service, as well as monitors; meeting the specifications included in the Cost Sheet of this RFQ. Equipment such as netbooks and tablets that have integrated cellular service will be procured from the applicable cellular phone contract vendor.

It is further the State's intent to have the successful bidder provide full support capability, as requested, including, but not limited to; configuration, support and maintenance. The State requires that any necessary warranty support be provided by OEM-authorized, West Virginia-based technology firm(s).

The State's intent is to contract with a single OEM enabling the State to standardize its desktop and mobile equipment base.

1.1 Definitions

The below terms shall be herein defined as:

- A. "Refurbished reused or recycled": "old" or used computer equipment that has been restored to like-new working condition and/or appearance or computer devices that have been sent back to the factory to fix a flaw.
- B. "Business class machines": Business class computers offer more features for professional work, such as fingerprint readers, remote desktop control software, and encryption tools. The professional operating system version that comes on business PCs is also more suited for workers than the home version
- C. "Vendor": the successful bidder
- D. "Manufacturer": the company who produces the equipment.
- E. "Contract": the binding agreement that is entered into between the State of West Virginia and the Vendor to provide the services as herein specified.
- F. Mandatory Requirements: The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the bid.
- G. Agency: any entity seeking goods/services under this "Contract"
- H. PCs; Desktops, Laptops, Netbooks and Tablets

1.2 Mandatory Pre-bid Conference

A mandatory pre-bid conference shall be held on September 27, 2011 at 1:00 PM. The meeting will be held at the Capitol Complex, Bldg 5, 10th Floor Conference Room A. **All interested bidders are required to be present at this meeting. Failure to attend the mandatory pre-bid conference shall result in disqualification of the bid. No one person can represent more than one vendor.**

1.3 Purchasing Affidavit

West Virginia Code §5A-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the bid.

1.4 Contract Provisions

After the successful Vendor is selected, a formal contract document must be executed between the State and the Vendor. In addition, the RFQ and the Vendor's response must be included as part of the contract by reference. The order of precedence is the contract, the RFQ in response to the RFQ.

1.5 Subcontracts/Joint Ventures

The Vendor is solely responsible for all work performed under the contract and must assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. Any subcontractor is considered an extension of the Vendor. The State must consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work; however, the vendor is totally responsible for payment of all subcontractors.

1.6 Liquidated Damages

According to West Virginia State Code §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of \$100/day for failure to meet specified deadlines. This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue to any other additional remedy to which the State or Agency may have legal cause for action including further damages against the Vendor.

2.0 OPERATING ENVIRONMENT

2.1 Location

The central point-of-contact for all IP11 procurement will be the Office of Technology, located at the Capitol Complex, Bldg 5, 10th Floor, in Charleston, West Virginia. The successful vendor must perform on-site support at any and all State office, regardless of their physical location. A large portion of the State's business is conducted either at the State Capitol Complex, located at 1900

Kanawha Boulevard, in Charleston, or at other centralized offices located in, or near, the city. However, the successful vendor will be expected to perform support at any State office.

2.2 Background

It is the intent of the State to continue a single vendor procurement methodology, to obtain our standard PCs. Working with a single source OEM, the State intends to realize cost-savings to its taxpayers, as well as a standardized, imaged model for its pc environment.

3.0 PROCUREMENT SPECIFICATIONS

3.1 Hardware Specifications

3.1.1 All computing equipment offered in the Vendor's response must be OEM, products. These specifications represent the current needs of the State. Vendors must provide detailed specification sheets for all requested products. Vendor's bid cannot be evaluated until specification sheets are provided. All equipment must be delivered to the State with new components only, not refurbished, used or recycled components. Shipping cost for returns must be paid by vendor.

3.1.2 All computers provided under this contract must be business-class machines.

3.1.3 Vendor must, if requested, install a State-provided image on each PC, prior to shipment. For PC images created by the State, the State requires up to ten (10) business days from the date the PC was received by the State to return the completed image to the vendor. This allows the State the time to build, test, adjust, and re-build if necessary and release the image to the vendor.

3.1.4 Vendor must provide access (i.e., via an FTP site) to all OEM-provided original system disks associated with the proposed equipment, including, but not limited to, operating system software, drivers and any additional "add-ons" such as Adobe Acrobat, *regardless of any deviation from State's image.*

3.1.5 Microsoft Windows7 or later OS must be installed on each machine. Downgrade rights must be available when asked.

3.1.6 All hardware provided under this contract must be Energy Star 4.0 compliant.

3.1.7 All Desktops and Monitors must meet minimum Electronic Product Environmental Assessment Tool (EPEAT) Silver certification. The vendor must provide documentation proving level of certification. Vendor's bid cannot be evaluated until specification sheets are provided. The Vendor must be responsible for ensuring equipment meets the latest EPEAT registration requirements before it is delivered.

3.2 Inventory

3.2.1 Vendor must provide the State of West Virginia IP11 Contract Administrator with a detailed, quarterly file in excel format, indicating the agency, the model, the serial number(s), cost, and destination of all equipment purchased by the State.

3.3 Hardware Life-cycle/Stability

3.3.1 Vendor must guarantee current model's availability through "end of life" cycle, with the understanding that if platform revisions take place, it is the State's option to accept or reject any proposed model replacements, as detailed below. At a minimum the vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period.

3.3.2 Vendor must have consistent hardware configurations. If the State procures 500 personal computers, all 500 computers must have the same components.

3.3.3 The Vendor must provide a life cycle map of the planned models for the next twelve to eighteen months. This map path must be updated annually.

3.3.4 Vendor must inform the State, sixty (60) days prior to replacement, of any platform revisions it intends to make.

3.3.5 Vendor must provide the State with two (2) free of charge any proposed replacement models, sixty (60) days in advance of discontinuance of current models. The State will use this time to test the equipment and images. The state does NOT anticipate returning this equipment after the 30 day period.

3.3.6 Vendor must guarantee that any replacement units meet, or exceed the current model's specifications, and are compatible and certified to operate with the State-provided image.

3.3.7 Any proposed replacement units must be of equivalent pricing (equal to, or less than) to initially bid units.

3.3.8 Current models must be available for purchase by the State, until the proposed replacement units have been approved by the Office of Technology, and are ready to be shipped. The current models must be available during the sixty-day term that the State requires for the evaluation of the proposed replacements.

3.3.9 If the computing equipment experiences "repeated failure" in the first year of ownership, the supplier must replace the failed equipment with new equipment of the same make and model or a model equal to or better than that is currently provided under this contract. The State defines "repeated failure" to be, at a minimum, the following: three instances of parts failure with no more than two instances on the same part within one year after the machine is installed.

3.4 Vendor Corporate Stability and References

3.4.1 Vendor must be listed in the most recently published Gartner Leader tier for Global

Enterprise Desktops and Notebooks Magic Quadrant.

3.5 Vendor Solution/Plan of Work

3.5.1 Vendor must identify by name and location the proposed primary account representative and immediate supervisor who shall be responsible for the performance of the contract.

3.6 Ordering Procedures

3.6.1 Pre-Approval:

3.6.1.1 Agencies shall prepare a written state contract order form WV-39 and submit to Office of Technology Contract administrator for approval. Each WV-39 should clearly denote the quantity and commodity/commodities to be purchased.

3.6.1.2 If approved by the Chief Technology Officer (CTO), the Agency will receive said approval in writing.

3.6.1.3 Once the CTO approval is received, the Agency shall issue the written state contract order form WV-39, to the Vendor for the approved commodity/commodities covered by this contract.

3.6.2 State Agencies Statutorily Exempt from WV Code 5A-6-1 ONLY

3.6.2.1 The Agency shall issue a WV-39 State Contract Release Order to the vendor for commodity/commodities covered under this contract. The WV-39 State Contract Release Order shall include the quantity and commodity/commodity to be purchased.

3.6.3 The State may make the products and services requested in this RFQ available to county and local municipalities, as well as any other official boards and commissions deemed eligible as legitimate, governmental entities. Community colleges, institutions, counties, municipalities, public schools, and other local government entities wishing to utilize this contract shall establish ordering procedures directly with the Vendor.

3.6.4 The Vendor must accept the WV-39 form by email, mail, or facsimile.

3.6.5 The Vendor shall not accept any order without a valid and CTO Approved WV-39 Release Order from the Agency (or otherwise approved form for entities listed in Section 3.6.3 of this document.)

3.6.6 The Vendor must acknowledge receipt of the Order

3.6.7 The Vendor must provide notify the agency when shipment has been scheduled.

3.6.8 The Vendor must provide Warranty Registration.

3.7 Delivery and Acceptance

- 3.7.1 Orders must be shipped complete. **Partial orders will not be accepted.**
- 3.7.2 Orders must be delivered inside agency building/room.
- 3.7.3 Vendor must guarantee a maximum of fifteen (15) business day delivery (ARO).
- 3.7.4 Vendor must have special handling procedures associated with an emergency order, with an abbreviated delivery time from that listed in 3.2.1. Vendor must guarantee that emergency order deliveries will be made within five (5) business days (ARO).
- 3.7.5 Vendor must provide immediate replacement equipment for any new machines which do not function properly out of the box at no cost to the Agency.
- 3.7.6 All orders placed against this contract must be FOB Destination, regardless of the delivery site location within the state. The agency must specify at the time of the order whether in-side delivery is required.
- 3.7.7 All orders placed against this contract must be signed for, by agency representatives, and delivered to agency-specified locations.

3.8 Invoicing and Payment

- 3.8.1 The Vendor must accept the State of West Virginia VISA Purchasing Card for payment by all authorized State agencies for purchases against this contract.
- 3.8.2 It will be the responsibility of the successful vendor to bill the individual spending units based on the WV-39 State Contract Release Order (See 3.3.4 and 3.3.5). Only one invoice per WV-39 State Contract Release Order shall be received. All shipments must be complete (See 3.4.1).
- 3.8.3 Invoicing procedures for entities defined under Section 3.3.3 will be per mutual agreement by the entity and the vendor.
- 3.8.4 The successful vendor must provide a customer support via toll free number Monday-Friday 8:00 AM to 5:00 PM EST to resolve billing and shipping issues. Billing issues shall be resolved within 5 business days.
- 3.8.5 The State reserves the right to utilize inter-state agreements, such as the Western States Contracting Alliance (WSCA), to purchase equipment, outside of the terms and conditions of any contract resulting from an award of this RFQ, pursuant to West Virginia State Code, Section §5A-3-19.

3.9 Warranty and Support

3.9.1 Support

3.9.1.1 Vendor must provide dedicated representatives in both sales and technical support, offering toll-free access and e-mail contact references.

3.9.1.2 Vendor must provide direct, second level technical access 24x7x365 to support all equipment offered.

3.9.2 Warranty

3.9.2.1 Vendor's warranty for PC's must be on-site and for a period of no less than four (4), years.

3.9.3 Parts

3.9.3.1 Vendor must offer Next Business Day (NBD) delivery of replacement parts for all equipment.

3.9.3.2 The State prefers new, unused components for replacement parts, however, if refurbished parts are used, they must be "like new" and offer the same warranty as new parts.

3.9.3.3 Vendor must provide a parts and support website for access by State technical staff. The Vendor must also provide a toll free warranty support line for warranty part orders.

3.9.3.4 To meet HIPAA requirements, the agency must have the ability to remove the hard drive before returning the equipment to the vendor so that no privacy-related information is shared.

3.9.4 Training

3.9.4.1 The Vendor must offer certification training to the State's technical staff so that the technicians can provide warranty services.

3.9.5 Reporting

3.9.5.1 Vendor must provide the State of West Virginia Office of Technology and the Purchasing Division with a detailed, quarterly report describing the serial number(s), type, and location of all service calls associated with this agreement.

3.10 OPTIONAL COMPONENTS

3.10.1 If requested, the Vendor must tag the equipment for inventory purposes using State-supplied tags. See attachment H.

3.10.2 Vendor must offer as an optional component Accidental Insurance for mobile equipment. See attachment H.

3.10.3 Although the majority of the machines ordered from this contract **will** be the standard configurations, the vendor must provide for optional components for machines allowing the agencies to upgrade memory and storage before shipment. See Attachment H.

3.10.4 The vendor might be asked to provide a secure online order placement tool that would give State agencies the option of online procurement.

3.10.5 Some agencies require serial ports on their laptops in order to use certain components they need to do their jobs. The Vendor should include any equipment required to meet this requirement under optional equipment. See attachment I.

4.0 COST

All mandatory and desirable hardware specifications required in this section are included as attachments A-J.

4.1 Vendor must complete the Cost Sheets attached. Vendors must complete Attachments A-J (including optional components for this equipment) to be considered to have provided a valid bid response.

4.2 The lowest cost, most complete bid meeting specifications shall be awarded a contract.

4.3 Vendor must agree to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals

4.4 Any educational discounts available from the vendor must be included in the cost section of this RFQ, to indicate the capability and capacity to provide them to K-12 schools. Educational pricing must be listed on each cost sheet and noted as such. The State clearly understands that discounts for Education pricing may differ. **The Educational discount will not be part of the evaluation.**

4.5 ALL COSTS MUST INCLUDE SHIPPING AND HANDLING AND MUST REFLECT A TOTAL PER UNIT COST FOR EASE OF COMPARISON.

4.6 The State reserves the right for agencies to purchase those items listed as "Optional" from this contract but agencies are not required to use this contract for these items.

MANDATORY REQUIREMENTS

Description	Completed
Letter confirming that Vendor agrees to all mandatory requirements	
Detailed Spec Sheets for all requested products (3.1.1)	
EPEAT Silver Certifications for mandatory products (3.1.7)	
Life Cycle Map – 12 to 18 months for mandatory products (3.3.3)	
Information on account representative and his/her supervisor (3.8.1)	
List of other support personnel (3.5.1)	
Narrative on Pricing Baseline (4.2)	
Purchasing Affidavit (1.3)	
If required by vendor, contract terms and conditions (1.4)	
Cost Sheet	
Attachment A – Standard PC	
Attachment B – Power PC	
Attachment C – GIS/Eng. Class PC	
Attachment D – Standard Laptop	
Attachment E – Power Laptop	
Attachment F – Tablet (12”)	
Attachment G – Required Services	
Attachment H – Optional Components and Services	
Attachment I – Optional Hardware	
Attachment J – Cost Evaluation	

*The above table is a summation of the mandatory requirements; however, any requirement as defined in Section 1.1 Definitions-F, Mandatory Requirements is a mandatory part of the bid and resulting contract Vendors failing to meet any such defined mandatory requirement will be disqualified.