



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

Solicitation

NUMBER
IP12

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
KRISTA FERRELL 304-558-2596

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

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

DATE PRINTED
08/27/2012

BID OPENING DATE: 09/04/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 4		
				THIS ADDENDUM IS ISSUED TO AMEND THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.		
0001	1	EA		205-43		
				PERIPHERAL DEVICES AND ACCESSORIES, COMPUTER SYSTEM		
				***** THIS IS THE END OF RFQ	IP12 *****	TOTAL: _____

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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

SOLICITATION NUMBER: IP12
Addendum Number: 4

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

To provide amended specifications (See Section 3.1.3 (c) and corresponding changes to pricing sheets) and to extend the bid opening date.

Bid Opening Date is extended to: 09/04/2012
 Bid Opening Time remains: 1:30 PM EST

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

**REQUEST FOR QUOTATION: IP12
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

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. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets if requested by the Purchasing Division by an established deadline will be disqualified. 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. The State anticipates three(3) image options, each with an individual DKU#, as follows:

- a) State Supplicated Standard Image: Image that comes by default for consolidated agencies;
- b) State Supplied Custom Image: For orders larger than ten (10) systems; or
- c) OEM Image: Option for agencies that are not consolidated. Windows 7 Professional/32 or 64 Bit OS must be included on the OEM image with the option to upgrade to Windows 7 Ultimate for advanced features.

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 Ultimate or later OS must be installed on each machine. Downgrade rights must be available when asked.

3.1.6 All systems must include a Trusted Platform Module (TPM)

3.1.7 Computrace Complete 4 Year license must be included with all mobile systems.

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

3.1.9 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. It is preferred certification documentation be provided with the bid. Vendors who fail to provide required documentation when requested by the Purchasing Division by the established deadline shall be disqualified.

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 successful Vendor must provide a life cycle map of the model upgrades planned or anticipated for the next twelve to eighteen months within thirty (30) days of contract award. This map path must be updated annually.

3.3.4 Vendor must inform the State in writing, sixty (60) days prior to replacement, of any platform revisions it intends to make. Written notification may be made by e-mail.

3.3.5 Vendor must provide the State with two (2) free of charge of all initial contract models and 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. Once replacement models are approved by the Office of Technology, the vendor must submit the appropriate changes, in writing, to the Purchasing Division in a timely manner for a change order to be issued.

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 Contract Representative

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. Such notification may be included in the bid response but must be provided within no less than five (5) business days from the date of contract award.

3.6 Ordering Procedures

3.6.1 Pre-Approval/Processing:

3.6.1.1 State 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 Send an electronic copy of the WV-39 to IP.Board@wv.gov for approval. If approved by the Chief Technology Officer (CTO), the Agency will receive said approval in writing. Monitor orders under \$500.00 do not need CTO approval.

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.

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

3.6.1.5 The Vendor shall not accept any order from the State 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.)

3.6.1.6 The Vendor must acknowledge receipt of the Order in writing within two (2) business days of receipt. Written acknowledgement may be made by e-mail.

3.6.1.7 The Vendor must notify the agency in writing when shipment has been scheduled. Written notification may be made by e-mail but must be made prior to shipment.

3.6.1.8 The Vendor shall be responsible for preparing and processing all warranty registrations.

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. Government entities outside the State shall be responsible for managing orders and equipment purchases.

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 sixteen (16) business days or less for 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 3.7.3. 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. Only one invoice per WV-39 State Contract Release Order shall be received. All shipments must be complete.

3.8.3 Invoicing procedures for government entities outside the State 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. Vendor must return

calls to the spending unit with billing/shipping issues in a timely manner, within a maximum of 48 hours. All billing/shipping 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. Vendor must return calls within 24 hours.

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 upon request by the State at no additional charge. Such training shall be provided within thirty (30) days of receipt of the written request from the State.

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 in excel format indicating the State Agency, model, serial number(s), **cost**, and delivery location for all purchases made under the contract. The report shall also include a listing of all service calls associated with this agreement, including the location and nature of service required.

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 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 A contract will be awarded to the vendor with the lowest bid meeting all mandatory specification requirements.

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. The State reserves the right to purchase those items listed as "Optional" from other sources

outside the contract if the pricing for such item(s) is deemed unreasonable or not comparable with current market pricing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: IP12

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
 Revised 6/8/2012