

BID SOLICITATION



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

BUYER: LINDA ROCHE
PHONE #: (401) 222 - 2142 ext. 118
BLANKET PERIOD: 1/1/2006 - 12/31/2006

BID NUMBER: B05893
TITLE: PRINTER/COMPUTER MAINT/REPAIR
BID OPENING DATE AND TIME:
01/04/2006 1:40 PM

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ADMINISTRATION
MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA

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ADMINISTRATION
MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA

Requisition Number(s): MPA #250

| Item | Class-Item | Quantity | Unit | Unit Price | Total |
|------|---|----------|------|------------|-------|
| | MASTER PRICE AGREEMENT #250 BLANKET REQUIREMENTS: 1/1/06 - 12/31/06 (WITH OPTION TO RENEW FOR TWO ADDITIONAL 12-MONTH PERIODS) | | | | |

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| | <p>BIDDING</p> <p>(a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State.</p> <p>(b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered.</p> <p>(c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost.</p> <p>(d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request.</p> <p>ORDERING</p> <p>(a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period.</p> <p>(b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.</p> | | | | |

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| | <p>STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).</p> <p>REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number.</p> <p>Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.</p> | | | | |

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| | <p>AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.</p> | | | | |

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| | <p>NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD:</p> <ul style="list-style-type: none"> * PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - \$1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER. * BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION. * SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF \$5 MILLION. * ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - \$1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER. * VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF \$1 MILLION. <p>PREVENTATIVE MAINTENANCE</p> <p>939-21</p> | | | | |
| 1.0 | BID A LABOR RATE PER HR. | 1.00 | HR. | _____ | _____ |
| | DISCOUNT ON PARTS _____% | | | | |

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| 2.0 | CRITICAL REMEDIAL MAINTENANCE (7x24) 939-21 BID A LABOR RATE PER HR. DISCOUNT ON PARTS _____% | 1.00 | HR. | _____ | _____ |
| 3.0 | CRITICAL REMEDIAL MAINTENANCE (5x24) 939-21 BID A LABOR RATE PER HR. DISCOUNT ON PARTS _____% | 1.00 | HR. | _____ | _____ |
| 4.0 | NON-CRITICAL REMEDIAL MAINTENANCE (5X8) 939-21 BID A LABOR RATE PER HR. DISCOUNT ON PARTS _____% | 1.00 | HR. | _____ | _____ |

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| | ALL LABOR RATES TO START ON THE JOB - REQUIREMENTS FOR EACH ITEM AS DESCRIBED DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. | | | | |
| | | | | TOTAL: | |

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COMPUTER MAINTENANCE

(MPA: #250)

Description: The RI Department of Administration, Division of Purchases, on behalf of the Department of Information Technology seeking bids from qualified vendors to provide on-site preventative and/or remedial maintenance, repair and parts for end user computer equipment on a time and materials basis. The contract will be on an as needed basis for a period of twelve (12) months from the date of award of a Master Price Agreement, subject to renewal, at the exclusive option of the State for (2) additional twelve-month periods. It is the intent of the Division of Purchases to prequalify a number of vendors whereby all State agencies may utilize the services offered as a result of this solicitation.

Definition: end-user computer equipment is defined as any Personal Computer, including portable, processors (irrespective of manufacturer or operating system), dumb terminals, network computers, peripherals, printers (dot matrix including print head, laser and laser-jet), LAN servers, concentrators, NIC cards, hubs, and any other component connected to the Personal Computer, LAN or file servers as specified by the Department or Agency on the maintenance request.

Levels of service (vendor may bid any or all):

- Preventative maintenance will be performed on specific components, on a quarterly basis, at the request of the department or agency and include the following tasks:
 - Review with end user how to perform basic maintenance functions, eg., changing toner, ribbons, etc.
 - Clean disk, CD, etc., drives
 - Clean printers, keyboards, etc.
 - Do a complete backup and review backup procedures with end-user
 - Verify configuration with Agency inventory
- Critical remedial maintenance (7 x 24)
 - All repair calls must be made within 4 hours 24 hours/day, 7 days/week
 - Affected equipment must be repaired or replaced within 8 hours
 - In the event that the equipment must be taken from the site for repair, a loaner must be provided
 - Hourly rate starts on the job
- Critical remedial maintenance (5 x 24)
 - All repair calls must be made within 4 hours 24 hours/day, (exclusive of Saturday and Sunday)
 - Affected equipment must be repaired or replaced with 8 working hours
 - In the event that the equipment must be taken from the site for repair, a loaner must be provided
 - Hourly rate starts on the job

➤ Non-critical remedial maintenance (5 x 8)

- All repair calls must be made within 24 hours (exclusive of Saturday and Sunday), between the hours of 8:00 a.m. and 4:00 p.m.
- Affected equipment must be repaired or replaced within 5 working days
- In the event that the equipment must be taken from the site for repair, a loaner must be provided
- Hourly rate starts on the job

Minimum Qualification: A qualified vendor will be able to meet the following minimum requirements:

- Time and materials billing format (Sample must be included with bid)
- Monthly activity reports (Sample must be included with bid)
- Toll-free support line - List telephone number:
1-(800)-_____
- Readily available in-house parts inventory:
Where is the inventory located _____

What is the estimated dollar value \$ _____
- Demonstrated ability to provide services bid
List three references with contact person and telephone number:

Additional Requirements: Vendors will be selected on the basis of the relative degree to which the following qualifications apply. Bidder must include certifications with bid and indicate clearly which certifications apply:

- Company qualifications; i.e., equipment manufacturer/software publisher authorized sales and service certification, eg.,:
 - Novell Platinum Dealer
 - Microsoft Solutions Provider
 - Shiva Advantage Partner
- Citrix program partner
 - HP authorized sales and service
 - Other
- Personnel certifications; i.e., number of hardware/software certified engineers/technicians, eg.:
 - Number of MSCEs on staff: _____
 - Number of CNEs on staff: _____
 - HP Certified Technicians on staff: _____
 - Compaq Certified Technicians on staff: _____
 - Others on staff (list certifications) _____

Selection Criteria:

The State will evaluate all proposals using the following criteria:

- Company qualifications: 50%
- Personnel qualifications: 30%
- Cost (rate per hour) 20%

Proposals found not to meet minimum qualifications or to be substantially non-responsive in at any point in the evaluation process will be rejected and not considered further.

The State will qualify the top five to eight ranked firms in each category of service offered.

The State reserves the right to accept or reject any or all bids and to act in its own best interest.

The State may, at its sole option, elect to require presentation(s) by bidders clearly in consideration for award.