

McMASTER UNIVERSITY

Request for Proposal

For

Computer Acquisition

1.0 INTRODUCTION

- 1.1 McMaster University, the most innovative University in Canada, is also one of the largest research-intensive universities in Canada with six (6) faculties and fourteen (14) research centres/institutes. The current student population of approximately 16,700 are supported by 1,200 academic staff, including librarians, and approximately 2,000 administrative staff. On an annual basis, McMaster University secures approximately \$125 million of various research grants and/or contracts. The computer has become one of the most crucial components in our working and learning environment and is as common as the telephone, clearly a basic desktop tool for everyone. McMaster University has approximately 2,500 computers in use at the main campuses, as well as our off-site locations, and our experience shows the turnover frequency averages every three years. Current total expenditures are in excess of \$4.5 million per year as shown in **Appendix C**.
- 1.2 The current process for the acquisition of computers is to obtain two or more quotations, depending on the number of units and the estimated overall costs OR to purchase through the University Bookstore. Where the acquisition is for more than \$25,000, then a minimum of three quotations are required. The Bookstore purchases are exempt from this procedure. The purchase is usually made from the lowest cost supplier having compared and satisfied the service and specification requirements. This process is repeated numerous times during the year by a number of departments and divisions within various faculties/departments. The number of current suppliers varies however there are more than twenty common ones.
- 1.3 Approximately 50% of our total computer purchases are made through the McMaster University Bookstore, which returns a portion of the sales to Student Services at the University. You must clearly outline whether you are proposing a “direct sale” or a “re-seller” model. It is expected that any re-seller based proposal shall designate the McMaster University Bookstore as the University’s supplier for

any of your product(s). If you are offering a “direct sale” model, your proposal must acknowledge the change from our current model, which provides funding for some student services, and how your proposal will address this issue.

- 1.4 The types of computers acquired and the level of service and warranty vary as much as the number of suppliers used at the University. The number of different standards can negatively impact costs on procurement, operations and support. Studies have shown that many large organisations have established some standardisation of computers and have reported savings on the average of about 13% at minimum.

2.0 OBJECTIVES

- 2.1 Typically, there are requirements to acquire approximately 30+ “desktop” units, to be distributed over a number of departments, as well as scheduled purchases for the student labs. This, coupled with the desire to simplify the acquisition process at the McMaster University, has sparked an interest and a plan to utilise this purchase requirement as a pilot project to develop an objective to reduce the supplier base presently employed by McMaster University. This development will focus on achieving lower costs associated with reducing the current supplier base, consolidating requirements and seeking proposals on a corporate basis. As a result the University expects to achieve administrative savings as well as savings relating to the acquisition process based on economies of scale.
- 2.2 The University has a requirement to implement an overall plan that will include a partnership with a computer manufacturer(s) and/or distributor(s) to supply the McMaster University population with computer hardware and/or services for a period not less than one year. The length of the contract will be determined by the value of the proposal(s) received from the various suppliers.
- 2.3 The plan will also include an offer, to all departments/divisions within the University, for a choice of purchase or lease arrangement.
- 2.4 Configurations and options are described in 8.0. Suppliers should provide the University with a continuous upgrade window that must be timely as the advancement of technology, during the life of any proposed agreement, continues to change. As the market changes with the advancement of technology, the previously offered systems must be rendered for as long as inventories allow. At minimum, on a **quarterly basis**, the University **must be kept informed** of discontinued configurations, associated reduction in pricing levels and new configurations and pricing.

3.0 INFORMATION AND INSTRUCTIONS

GENERAL

- 3.1 The information within this document pertains to specific requests for proposal for desktop and laptop computer acquisitions. The information provided in this document is for the sole use of McMaster University faculties, centres, institutes, departments and affiliated colleges, as per Appendix B. The invited suppliers must treat this information as confidential. This RFP may not be used for purposes other than to solicit responses for computer acquisition and related services.
- 3.2 Please quote your best prices to provide all of the services described within for the acquisition of computer hardware and services as required by the University. All suppliers shall provide pricing schedules for rates and types of services as described herein.
- 3.3 The prices quoted will be applicable to any volume of business up to the maximum quantity offered unless stated otherwise. The University does not bind itself to accept whole or any part of the RFP. The University reserves the right to award a contract to more than one supplier as deemed necessary.
- 3.3 Suppliers shall promptly examine all the RFP documents upon receipt and report, to the person named in paragraph 3.9, any errors, omissions or ambiguities discovered herein, as soon as possible and at least five (5) working days prior to the closing date. If necessary, addenda will be issued before the closing date and unless confirmed by addendum, suppliers shall not take into consideration any instructions or answers modifying the RFP.
- 3.5 Since this industry is extremely dynamic, it shall be necessary to show how pricing will be detailed to the University. You must indicate how your pricing schedules will be “intuitive” in order to keep abreast of the changing technology and its influence on pricing. It is the intent of the University to select supplier(s) that will become the preferred suppliers for the purchase of personal computers with Intel CPU chips.
- 3.6 **All proposals must be received not later than 2:00 P.M., Hamilton time, on Thursday, February 11, 1999.** Please furnish, sign, and date a total of twelve (12) original proposals and initial all corrections. Proposals not signed and corrections not initialled may not be taken into account in our bid analysis. Please ensure proposals are bound in an appropriate manner and include a covering letter.

- 3.7 Your proposals shall be submitted and addressed “Computer Acquisition Proposal” c/o Gary Miller, Purchasing Resources, Gilmour Hall Room 208, 1280 Main Street West, Hamilton, Ontario L8S 4L8. Late submissions will not be considered without prior agreement from the Director, Purchasing Resources.
- 3.8 Proposals submitted by facsimile will not be considered.
- 3.9 All communications between the supplier’s representatives and the University during the proposal process shall be directed to Gary Miller, Purchasing Officer, Computer Supplies and Services, Purchasing Resources at: telephone number 905 525-9140, ext. 24633; fax 905 572-1015; or via e’mail <millerg@McMaster.ca>.
- 3.10 After reviewing this RFP, suppliers must provide a written “Notice of Intent to Propose” using the form attached as **Appendix A** advising the University of the name, address, and telephone number of your primary and secondary contact persons. The “Notice of Intent to Propose” shall be delivered by verifiable means (faxes are not acceptable) to Gary Miller of the University Purchasing Resources Department as set forth in **Appendix A** not later than 3:00 P.M. on Wednesday, January 27, 1999.
- 3.11 As a result of the award of this contract the successful supplier(s) shall be required to enter into a formal agreement with the McMaster University for the described computer acquisitions and/or services. We expect that this agreement will commence on or about Monday, May 3, 1999, the beginning of our fiscal period. The terms, conditions and instructions shall be construed in accordance with the laws of Ontario.
- 3.12 The University welcomes and encourages any ideas or suggestions that might result in a more advantageous purchasing of the goods and/or services listed in the proposal and subsequent business for your company. The proposals should contain creative and effective solutions designed to achieve the University’s goals as stated in this RFP. In order to select the most qualified supplier, the University seeks detailed information about the supplier’s organisation, proposed solutions, technical qualifications, capabilities, historical experience, business strategy and strategic directions. Please feel free to include other information or documentation that you feel will offer the University value and will clearly differentiate you from your competition.

- 3.13 Proposals will be considered solely on the basis of a business arrangement with no adjunct to offers of donations, scholarships or similar quid pro quo offers.
- 3.14 The University reserves the right to award business without further discussions. Therefore the original submissions should be as complete as possible in all respects.
- 3.15 McMaster University is not liable for any cost incurred by the suppliers prior to issuance of a legally executed contract or procurement document. Further, no proprietary interest of any nature shall occur until a contract is awarded and signed by all concerned parties. The expenses incurred by the supplier(s) in preparation, submission and presentation of the proposal are the responsibility of the supplier(s) and may not be charged to the University as a separate charge or as part of the services provided.
- 3.16 Should any discrepancies or omissions from the specifications or doubt as to their meaning be found, the supplier(s) must notify Gary Miller by phone, fax or e-mail, as referenced in paragraph 3.9 of this section, **not later than 2:00 p.m. on Monday, February 1, 1999.**
- 3.17 All material submitted regarding the RFP becomes the property of the University and will be returned to the supplier(s) only at the University's option. The University has the right to use any or all information/material presented in reply to the RFP, subject to limitations agreed to under proprietary/confidential information. Proprietary and/or confidential information must be clearly identified and indicated in your proposal submission. Disqualification of a supplier does not eliminate this right.
- 3.18 The volume of business information contained herein regarding usage figures are intended only to reflect the approximate annual expenditure for computers and does not represent any guarantee of business volume to any selected supplier(s).
- 3.19 Suppliers not selected shall be notified in writing shortly after the successful supplier(s) is/are selected. The University, at its discretion, may arrange for a debriefing meeting.
- 3.20 The University may terminate this RFP for any reason.

4.0 MEETINGS

- 4.1 All submitters are required to attend a **mandatory, clarification** meeting to be held beginning at **1:30 p.m. on Wednesday, February 3, 1999** in order to provide additional information and to answer any questions relating to this RFP. This **mandatory** meeting will take place in Gilmour Hall, Room 111 at McMaster University. All suppliers are strongly recommended to attend this meeting to obtain all pertinent information regarding this invitation to tender. The University will not provide a written response to any questions and/or issues arising from this **mandatory** meeting. It is expected that the suppliers will maintain their own notes during this session.

Attendance at this **mandatory** meeting is a **pre-requisite** in order to submit a written proposal. Please restrict your representation to a maximum of three (3) people, one of which must be the proposed Account Representative.

Suppliers are requested to provide written requests for information to Gary Miller, not later than seven (7) working days prior to the date of the **mandatory** meeting. Faxed submissions will be acceptable in this instance.

- 4.2 The University may arrange for a debriefing meeting only after a successful supplier has been chosen.

5.0 TRIAL/QUALIFICATION

- 5.1 Where required, a trial period may be specified in order to determine the suitability, reliability and performance of the selected equipment. Suppliers must be prepared to provide “demo” units that are identical to the ones described in your quotation. Suppliers must clearly specify which current Intel-based operating systems (e.g. Windows 95, MS NT Workstation, Linux etc.) will operate on this system and any future models. This period shall be determined and will be discussed, with respect to measurable performance criteria and duration, at the appropriate time, and the terms agreed may become part of the contractual agreement.

6.0 PRICING, TERMS and CONDITIONS

- 6.1 Prices and/or price adjustments must be quoted in Canadian funds.

- 6.2 At minimum, the University must receive written pre-notification of any price adjustments on a quarterly basis.
- 6.3 Advantageous payment terms will be considered.
- 6.4 Please warrant and agree that you will comply with all applicable laws, codes, regulations, rules and orders. Prior to the awarding of the contract, the successful supplier may be required to, upon request from the Purchasing Resources Department, furnish evidence of proper licensing and permits for all equipment and personnel to operate or be employed within the applicable geographic area(s) in the performance of duties requested. Where the supplier fails to deliver such material within forty-eight (48) hours, the University reserves the right to consider this as a factor in the decision to award a contract.
- 6.5 Quantity and/or volume discounts which might be advantageous to the University, must be clearly identified, in addition to any subsequent business for your company, will be considered. By consolidating requirements and seeking proposals on a corporate basis, the University expects to achieve administrative savings as well as savings relating to the acquisition process and for the services based on economies of scale.
- 6.6 Please quote GST extra
- 6.7 Please quote PST extra.
- 6.8 McMaster University employs the use of a “purchasing card” for minor transactions. Currently the card in use is the Bank of Montreal’s MasterCard. Purchases for equipment over \$5,000 is not permitted and must be conducted with an official McMaster University purchase order.
- 6.9 The terms, conditions and instructions shall be construed in accordance with the laws of Ontario.
- 6.10 The hardware must be easy to service and have an easy to secure desktop case. The desktop chassis must be lockable.

7.0 GENERAL SPECIFICATIONS

- 7.1 These specifications will act as a guide for interpretation of quality and basic requirements for this proposal. Proposal submissions must be presented and laid out in the order and referenced to the specifications as presented herein.
- 7.2 Please note that the lowest submission may not necessarily be accepted.

- 7.3 The supplier guarantees that the rates offered to McMaster University and its eligible affiliates are equal to or lower than the lowest possible rates afforded the supplier's corporate accounts that are similar to that of the University. Access to this agreement for rates and services shall be made available to all McMaster University divisions and to all University colleges and institutions designated by the University as affiliates. Eligible affiliates are listed herein and may be revised from time to time. This information will be communicated to the supplier(s), see Appendix B. All divisions, colleges and institutions may be further described as "Clients".
- 7.4 The supplier agrees to supply to the University a complete supplier profile, see section 9.
- 7.5 Suppliers must state their Microsoft® MOLPE status, if any.
- 7.6 Suppliers must indicate whether their systems as offered are DMI compliant.
- 7.7 Suppliers must indicate ISO certification status or that their products are manufactured under ISO certification indicating the standard.
- 7.8 Suppliers must indicate that their products meet the Energy Star guidelines for energy efficiency.
- 7.9 Year 2000 compliance statement is indicated in paragraph 8.8.
- 7.10 Suppliers must indicate what toll-free support hotlines are available. Please note accessibility and response times. Indicate on-line services and addresses where available.
- 7.11 Please refer to section eight (8) for detailed equipment specifications.
- 7.12 Systems must meet all regulatory requirements such as CSA/Ontario Hydro. Please warrant as a statement within your submittal.

8.0 **DESKTOP STANDARD CONFIGURATION**

- 8.1 The specifications are based on minimum standards:

Basic Administrative System:

- 350 MHz Pentium II Processor, 512k cache (BX motherboard)
- 64 MB SDRAM, expandable to 128 MB or higher
- 4 – 6 GB HDD

- 3.5" 1.4 meg Floppy Drive,
 - 4 MB AGP video graphics adapter
 - 15" .26dp monitor, 1024 x 768
 - WIN 95 installed (OSR2 preferred)
 - PS/2 or USB mouse (brand name preferred)
 - Win 95 Keyboard
- ❖ The supplier must specify the number of free PCI, ISA and memory slots, including the number of free drive bays.

Optional Upgrades or add-on for Basic System:

- 400 MHz or better processor speed
 - Upgrade SDRAM up to 128 MB
 - 6 - 9 GB HDD or higher
 - 17", 19" or 21" Monitors @ 85hz
 - 36X or higher EIDE Internal CD-ROM drive
 - Enhanced Ergonomic Keyboard
 - 3 Years, next business day On-Site Parts and Service
 - Upgrade video graphics to 8 MB AGP
 - Audio System, SoundBlaster 64 bit or higher
 - Amplified Speakers
 - Easy to service, secure Mid-desktop (with Floor stand) or Mini-tower Chassis (chassis must be lockable)
 - Operating systems option such as WIN NT Workstation 4.0 installed on HDD
 - Data/Fax Modem 56 KBPS or better
 - 3 Com 10/100 BaseT network card
 - Internal and/or external zip drive
 - Writable CD ROM drive
- ❖ State amount of credit allowed if it is necessary to omit the hard drive for applications that do not require hard disk drives.

NOTE: Please specify components on the above minimum specifications.

8.2 **LAPTOP CONFIGURATIONS**

These specifications are based on minimum standards.

Basic Configuration:

- 266 MHz Pentium processor with MMX
- 32 MB RAM expandable
- 3 – 4 GB Hard Drive
- 24X – 8 X CD-ROM

- 3.5” diskette, internal or external
- 12.1” TFT active matrix colour display
- NiMH or Lithium Ion battery
- Universal AC Adapter
- Windows 95 CD (OSR2 preferred)
- Windows NT 4.0 support should be available (drivers must be available)

Mid-Range Configuration:

- 350 MHz Pentium II processor or better
- 128 MB RAM
- 3 – 4 GB Hard Drive or better
- 24X CD-ROM or better
- 13.3” TFT active matrix colour display
- Lithium Ion Battery
- Universal AC Adapter
- Windows 95 CD (OSR2 preferred)
- Windows NT 4.0 support should be available

Options:

- Ethernet/modem combo card
- 10 BaseT ethernet card
- DVD ROM
- 56K PCMCIA modem
- Second battery pack
- Carrying case
- External PS/2 mouse (brand name)
- Enhanced ergonomic keyboard
- Port replicator
- J adapter (allows the connection of both an external mouse and keyboard simultaneously)
- External 15”, 17” and 21” monitors @85 Hz.

- 8.3 All deliveries shall be FOB destination.
- 8.4 For warranty requirements, suppliers must provide details on how warranty service shall be provided, i.e. resident technician and staff levels, location of parts and service depots and turn-around times.
- 8.5 Suppliers must provide DOA standards. For example what constitutes “dead on arrival” for instant and complete replacement of product as ordered.

- 8.6 Consideration will be made for systems that allow for easy introduction for modifications and add-ons.
- 8.7 Please state burn-in time period prior to shipping and installation. Description of tests performed during burn-in period must be detailed.
- 8.8 Year 2000 Compliance:
Suppliers must warrant that software/hardware will be guaranteed to handle date information before, during, and after January 1, 2000. This includes, but is not limited to, accepting date input, providing date output and performing calculations on dates or portions of dates. The software and equipment must function accurately without interruption before, during and after January 1, 2000, without any change in operations associated with the advent of the new century and must respond to two-digit year-date input. This must be in a way that resolves the ambiguity as to century in a disclosed, defined and predetermined manner as well as store and provide output of date information in ways that are unambiguous as to century.
- 8.9 Suppliers may be asked and must be prepared to submit two (2) demonstration systems for evaluation. These units must be typical of the minimum configuration. McMaster University will provide the specifications at the appropriate time.
- 8.10 Suppliers shall indicate clearly the format(s) for ordering. Are there online services that can be taken advantage of, such as via the internet/web? Internet site support is also a prime concern as it allows for instant downloads for the most up to date drivers and as a knowledge database for our systems administrators.
- 8.11 Suppliers should indicate the individuals that will handle the request for information on the products or services being offered. These services should include technical support programs specifically for the University.
- 8.12 Suppliers should detail system management services that are offered. These will include installation services such as basic PC installations to fileserver installations and external and internal peripheral/device installations as well as custom software preloads. The supplier must also specify how the warranty operates with relation to CIS Technical Services (Aplus certified and warranty authorised for certain brands).
- 8.13 Suppliers should indicate what capabilities are in place for the facilitation of trade-in and disposal of obsolete equipment. Once equipment can no longer be re-deployed, there is a need for services that include a de-installation process such as erasing the hard disk and the re-marketing of such equipment. Also, there is a requirement for assessment services such as providing fair market value to older equipment in the

event of surplus or prior to re-deployment of such equipment. Please indicate these services and any costs that may be associated with it.

- 8.14 While servers are not part of this proposal there is an indication of need, therefore it would be appropriate to offer, as part of this agreement with no obligation, a server pricing schedule with component specification details.

9.0 SUPPLIER PROFILE

- 9.1 Please submit the information as below or include company literature that includes this information.

9.2 COMPANY

Company Name:

Company Address:

Total Annual Sales:

Organisational Structure (provide organisational map where appropriate):

9.3 Please provide references from three major, large volume customers, especially any university references

<u>Business Name:</u> _____ Contact Name: _____ Contact's Title: _____ _____	<u>Yearly Volume:</u> _____ Phone Number: _____
<u>Business Name:</u> _____ Contact Name: _____ Contact's Title: _____ _____	<u>Yearly Volume:</u> _____ Phone Number: _____
<u>Project:</u> _____ Contact Name: _____ Contact's Title: _____ _____	<u>Yearly Volume:</u> _____ Phone Number: _____

9.4 Please provide company details, including mission statements, number of years in the current business and current financial reports, where possible, highlighting any further areas where your company can offer value to the University or differentiate itself from the competition. Add additional sheets or information as necessary.

APPENDIX A

Notice of Intent to Propose

To: Attn: Gary Miller
Purchasing Resources
McMaster University
1280 Main Street West,
Hamilton, Ontario, L8S 4L8

We hereby certify that [Organisation Name] intends to submit a Proposal in Response to the McMaster University's Request for Proposals for Computer Acquisition. The primary and secondary contacts for [Organisation Name] and their addresses and telephone numbers are as follows:

Primary Contact:

Name: _____
Address: _____
Telephone: _____
Fax: _____

Secondary Contact:

Name: _____
Address: _____
Telephone: _____
Fax: _____

[Organisation Name]

By: _____

Date: _____

APPENDIX B

McMaster University and Affiliated Colleges, Institutes and Institutions

McMaster University (Includes approx. 300 departments)

This includes arms-length departments/organisations on campus, eg. Faculty Club, Communications Research Lab (CRL), MMO (Materials and Manufacturing Ontario) etc.

Off Campus Locations include:

Health Sciences North, Thunder Bay, Ontario
Atomic Energy of Canada Ltd., Chalk River, Ontario
Chedoke Campus, Hamilton, Ontario
Stonechurch Health centre, Hamilton, Ontario
Wellington medical Building, Hamilton, Ontario
First Place Family Medical centre
Hamilton-Wentworth Department of Public Health

Teaching Hospitals where University Departments are located in includes:

Hamilton Health Sciences Corporation

- McMaster site
- Chedoke site
- Hamilton General site
- Henderson site

St. Joseph's Hospital
St. Joseph's Community Health Centre
Hamilton Psychiatric Hospital
Hamilton Regional Cancer Centre

Colleges:

Divinity College
Institute of Applied Health Sciences