



451-2010 ADDENDUM 2

SUPPLY AND DELIVERY OF COMPUTER HARDWARE AND ACCESSORIES

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

ISSUED: October 26, 2010
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20070420

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART A – PROPOSAL SUBMISSION

Replace: 451-2010 Proposal Submission with 451-2010 Addendum 2 - Proposal Submission. The following is a summary of changes incorporated in the replacement Proposal Submission:

Form B(R1): Items No. 10 and 11 mandatory warranty revised to 1 Year Depot.

PART B – BIDDING PROCEDURES

Revise: B2.1 to read:

B2.1 The Submission Deadline for the written bids is 4:00 p.m. Winnipeg time, **October 29, 2010**.

Add: B10.2.2

B10.2.2 Prices on Form B: Prices shall not include the Manitoba Association for Resource Recovery Corporation (MARRC) Environmental Handling Charge (EHC) which shall be extra where applicable.

PART D – SUPPLEMENTAL CONDITIONS

Revise: D21 to read:

D21 MANDATORY WARRANTIES

D21.1 For Items listed in Section A

- (a) Further to D20.2, Goods supplied to the City under Section A Item 1 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (b) Further to D20.2, Goods supplied to the City under Section A Item 2 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (c) Further to D20.2, Goods supplied to the City under Section A Item 3 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (d) Further to D20.2, Goods supplied to the City under Section A Item 5 of the Contract shall come complete with mandatory three (3) year on site warranty.

- (e) Further to D20.2, Goods supplied to the City under Section A Item 6 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (f) Further to D20.2, Goods supplied to the City under Section A Item 7 of the Contract shall come complete with mandatory three (3) year on site warranty.
- (g) Further to D20.2, Goods supplied to the City under Section B Item 10 of the Contract shall come complete with mandatory one (1) year depot warranty.
- (h) Further to D20.2, Goods supplied to the City under Section B Item 11 of the Contract shall come complete with mandatory one (1) year depot warranty.

Bidder's Questions and Answers

Introduction

The RFP contains 3 different sections and we are encouraging everyone to bid on all 3 sections – although it's not mandatory. If you select to bid on a specific section you must bid on all the components for that section. For example, if you chose to bid on Section A, you would need to bid on all the components which include, desktop (basic, standard and advanced), desktop accessories, monitors (basic and widescreen), thin clients, value add services and decommissioning services.

The RFP lists the different manufactures we will accept within each section. You cannot bid multiple manufactures within a specific product category. For example – if you were bidding on desktop and you decided to bid manufacture ABC, you would need to only bid manufacture ABC for all the desktop subsections (basic, standard and advanced). If you wanted to bid multiple manufactures within a particular section (example, I want to bid manufacture ABC and manufacture XYZ for desktops) you would need to submit two separate bids with each bid containing a single manufacture. In the situation where you want to bid manufacture ABC on desktop and manufacture XYZ on Laptops (different sections within the bid) the bid would be acceptable and you would only need to submit a single bid.

Our pricing approach has changed from previous years. We are asking for both framework pricing and SKU pricing. The SKU pricing must carry forward throughout the duration of the full contract. We recognize the SKU will eventually reach end of life and it is our expectation that a replacement SKU will be provided at the same discount level (or better).

The contract has the potential to be five years, the initial term is for 2 years and we're offering 3 possible 1-year extensions after that. But the initial contract that you're bidding on is from December 15 2010 to December 14 2012. Again the sku prices evolve with the whole five year term of the contract should we determine that we want to go the full 5 years.

I know that some of the manufacturers are asking the question, if we determine that we want to bid with multiple partners, can we just give you one submission of our literature because all the partners will be bidding the same product. The answer is no. Anyone who selects to bid on the RFP must include all the appropriate bid material within each of their responses.

We're looking for multiple skus that will give us more flexibility but we're evaluating on the Option 1 sku.. That's the sku that we're going to expect to get the sample hardware.

So having said that, are there specific questions that we can answer?

- Q1** The question in regards to one bid per product. Not all companies manufacture all products in the RFP and there is one bid that we're going to go desktops, you have to have one manufacturer. So what about, like Toshiba which only does laptops, what would you suggest for us? Are you saying that basically the contractor has to determine if they're going to go HP on the desktops and Toshiba on the laptops, or do the have to do multiple bids?
- A1** I'm going to use your examples of HP and Toshiba. If I only wanted to bid on section C which is Laptop Computers, Laptop Accessories, Value Added Services and Decommissioning Services and I wanted to bid both manufactures, I would need to submit two separate bid responses.

Q2 Can I submit one complete response, but have two Form A's that providing pricing for two separate manufacturers in the one response?

A2 No. Two Form As would not be acceptable. You would need to complete two bid submissions.

Q3 Regarding optional SKUs, do they need to be within the same product family?

A3 They need to be within the specific product category you are bidding on. For example, in you were bidding on the Standard Desktop, we would expect the optional SKUs to be consistent with the specifications for the Standard Desktop.

Q3a Do they have to be the same manufacturer?

A3a Yes. Otherwise, they need to be in a separate bid submission.

Q3b Do they need to meet the minimum specs?

A3b Yes. Although they can exceed the specs.

Q4 Question on thin clients: have you standardized on a software platform or desktop virtualization? Citrix or VMWare View?

Q4 We haven't at this point.

Q5 I'm just more concerned on software support. You did specify a certain operating system, and that's why.

Q5 Is there a takeaway for us to rethink the way we option that?

Q6 It's just a question of...Windows CE...if Windows CE is the only operating system I'm not sure how much further along it's going to be compared to others. Linux or embedded Windows.

Q6 The mandatory SKU (SKU #1) should be responded to based on the provided specifications. You may use the optional SKUs to spec a different O/S.

Q7 On the pricing section...it requires that prices include all fees except GST and PST, or HST. One thing that previous tenders had was the possible exclusion of the potential enviro fees, levies and such. Because the way I read it now is that if there was an enviro levy, most provinces outside of Manitoba do have an enviro levy of varying amount on monitors, notebooks, desktops...as I read it if any of that were to come to pass the contractor would be responsible for that, and so on. And that's a risk.

A7 See Addendum.

Q8 On D21...Warranties?...D21 says optional warranties, but D4 on the bottom it lists mandatory warranties. So I'm wondering if that's maybe a typo or something?

A8 All Printers have 1 year depot mandatory requirement. Feel free to offer more in your value add if you wish.

Q9 And then while we're on printer right there...the thing that I was unclear in, in the specs it says sorting. Now, I'm curious as to what type of sorting? There are various levels, like job offset all the way to mailboxes.

Q9 For this class of printer I think we're talking offset.

And just to spend a minute on printers, one of the reasons we separated printers into its own section is that a) we may not award it at all; b) even if we do award it we may not action it. We have a separate print RFP that was on the street and closed back in September that the City has not yet awarded. And it is our hope and intent that the other RFP will handle all our printer needs for the next number of years and we probably won't need this. But we included printers in this RFP just in case the other big RFP doesn't give the results we were hoping to achieve. So we're not even sure if it'll be awarded. Even if we do award it we're not sure we're going to action it.

Q10 One question I have, are you considering a secondary vendor of record? Meaning if one vendor can't deliver product and you need a backup vendor...

A10 We are awarding the RFP in sections. A single vendor could win all the sections or in theory we could have three different vendors each winning a single section. We have no plans on awarding a single section to multiple vendors.

Q11 Let's say you choose manufacturer A for laptops. You're not happy with them after 6 months or a year. Do you have a clause that you can go back to the bids so that you can use that...

A11 ...not happy is a tough word. If they're noncompliant to the contract then we can terminate the contract. We'll work to terminate the contract to ensure that we're getting the service that we've asked for.

Q12 Would you have to go back to tender or would actually be able to go back to the original group?

A12 I don't think we even contemplated that at this point.

Based on the manufacturers we included we don't anticipate any issues. These are all tier 1...and Winnipeg is a great community.

Q13 Are the volumes based on historical...?

A13 Yes, as much as possible but they are only included for evaluation purposes.

Q14 Actually that's a pretty good question. Windows 7...does the City understand that MS cuts us off, and we can't ship XP product from the factory.

A14 I was under the impression that that was pushed off until the Spring...So you're saying we don't have downgrade rights after next week?

A15 Well no, systems can't ship preinstalled with XP.

A15 And that's fine. We use our own media anyway.

A16 You've got your own for that?

A16 Yes. Importantly the devices themselves ought to have the driver support for Windows XP, which we can still safely say for this generation. Brian you mentioned earlier we're looking to get X number of months yet out of this generation, and that the contract it'll evolve by that time and we'll likely be on Windows 7.

Comment Make sure you answer all the questions.