

Page 1 of 7 Printed: 6/26/2002

TERMS OF PAYMENT:

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

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TITLE: COMPUTER AND PRINTER MAINT.
BID OPENING DATE AND TIME:

07/16/2002 10:00 AM

BUYER: LINDA ROCHE
PHONE #: (401) 222 - 2142 ext. 118
BLANKET PERIOD: 8/1/02 - 7/31/05

ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	S H I	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA
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Item	Class-Item	Quantity	Unit	Unit Price	Total
	MASTER PRICE AGREEMENT #250				
	BLANKET REQURIEMENTS: 8/1/02 - 7/31/03				
	(WITH OPTION TO RENEW FOR TWO ADDITIONAL 12-MONTH PERIODS)				

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer.

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P T Page 2 of 7 Printed: 6/26/2002



TERMS OF PAYMENT:

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

BID NUMBER:	B01218
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TITLE: COMPUTER AND PRINTER MAINT.
BID OPENING DATE AND TIME:

07/16/2002 10:00 AM

BUYER: LINDA ROCHE PHONE #: (401) 222 - 2142 ext. 118

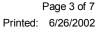
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	DO NOT SIGN BID ON THIS BAGE!	
DELIVERY:	RIVIP VENDOR ID#:	





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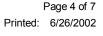
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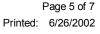
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Item	Class-Item	Quantity	Unit	Unit Price	Total
	AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' 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.				

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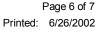
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Item	Class-Item	Quantity	Unit	Unit Price	Total
	NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD: * 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.				
	PREVENTATIVE MAINTENANCE				
	939-21				
1.0	BID A LABOR RATE PER HR.	1.00	HR.		
	DISCOUNT ON PARTS%				

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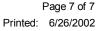
ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA

Item	Class-Item	Quantity	Unit	Unit Price	Total
2.0	CRITICAL REMEDIAL MAINTENANCE (7x24) 939-21 BID A LABOR RATE PER HR.	1.00	HR.		
	DISCOUNT ON PARTS%				
	CRITICAL REMEDIAL MAINTENANCE (5x24) 939-21				
3.0	BID A LABOR RATE PER HR.	1.00	HR.		
	DISCOUNT ON PARTS%				
	NON-CRITICAL REMEDIAL MAINTENANCE (5X8) 939-21				
4.0	BID A LABOR RATE PER HR.	1.00	HR.		
	DISCOUNT ON PARTS%				

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USE CERTIFICATION COVER FORM.





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Item	Class-Item	Quantity	Unit	Unit Price	Total
	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 Office of Library and Information Services is 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:

Fime and materials billing format (Sample must be included with Monthly activity reports (Sample must be included with bid) Foll-free support line - List telephone number: 1-(800)	bid)
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:	χ.
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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.:

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•	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.

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