



Request for Qualifications No. 19-041

Supply and Delivery of Computer Hardware & Peripherals

Issue Date: May 13, 2019

Closing Date and Time

Submissions must be on or before:
3:00 p.m. (15:00 hrs) Pacific Time, May 29, 2019

RDN Contact Person for all Enquiries

Gary Jurasek, Manager, IT, GIS & Innovation

Email: gjurasek@rdn.bc.ca

Phone: (250) 390-6532



Intent

It is the intent of this Request for Qualifications to prequalify a roster of authorized resellers experienced with the supply and delivery of computer hardware, peripherals and services described herein. The goal is to obtain quotes from the roster of firms on an as needed and when requested basis. The prequalification period is for three (3) years.

Submission Instructions

Closing Date/Time/Location

Submissions must be received at the closing location on or before 3:00 PM (15:00 hrs), Pacific Time, on May 29, 2019. Select one (1) of the Submission Methods below:

1. By Email: In PDF format with "19-041 Computer Hardware and Peripherals" as the subject line at this electronic address: gjurasek@rdn.bc.ca

Please note: Maximum email file size limit is 20MB, or less.

2. By hand/courier delivery: One (1) paper copy of the submission along with one (1) electronic copy on a USB stick should be enclosed in a sealed envelope clearly marked: "19-041 Computer Hardware and Peripherals" delivered to the:

Regional District of Nanaimo
Main Reception – 2nd Floor
6300 Hammond Bay Road
Nanaimo, B.C., V9T 6N2
Attention: Gary Jurasek

Should there be any differences between the hard copy and the electronic copy, the hard copy will prevail. Submissions received by facsimile are not accepted.

Addendums

If the RDN determines that an addendum is required, the RDN will post it on the RDN website (www.rdn.bc.ca) and the BC Bid website (www.bcbid.gov.bc.ca). It is the sole responsibility of the vendors to check and ensure any and all addendums are included prior to submitting their final submission.

Scope of Work

The RDN invites qualifications for the supply and delivery of new computer hardware and peripherals. This includes, but is not limited to:

- a) PC computers, laptops, tablets, monitors, cameras, servers, storage, network, projectors, communication equipment, backup equipment, UPS, software, cables & printers
- b) Apple computers, laptops, tablets (Being an authorized Apple reseller is not mandatory)



The RDN wishes to select up to 3 primary resellers capable of meeting these requirements. The RDN reserves the right to select more vendors depending on the responses received. The objective is to work with authorized resellers of major brands of computer equipment that have access to many purchase options with the goal of reducing the RDN's costs and improving efficiency. The RDN expects 90% or more of its requirements to be met by the successful vendors. The RDN wishes to retain the ability to source from other vendors should the need arise.

The RDN is open to exploring growing the supply program with the successful vendors to determine if other opportunities exist for the mutual benefit of both parties.

Background

The RDN's IT Department manages all computer requirements throughout the RDN on behalf of the End User departments. Based on spend data over the past three years, the RDN's average annual spend has been approximately \$500,000.00 per year for computers, technology and related infrastructure. Past purchases are no guarantee of future purchases, which could be more or less than past expenditures depending on available budgets, age of the equipment, and replacement schedules.

Historically the RDN has purchased Dell desktops, monitors and backend infrastructure almost exclusively. Laptops have been primarily purchased from Dell, with a mix of some Lenovo, and Apple laptops. Tablets have been Apple (iPads), Samsung and Microsoft. Printers have been primarily HP or Minolta.

The RDN's expectation is that successful resellers have most of these established brands available at competitive pricing.

In most cases, deliveries are to be made to the RDN's IT department located at 6300 Hammond Bay Road, Nanaimo, B.C. For large projects, delivery may be requested directly to the project site.

Current Technical Environment

The RDN currently maintains a Windows-based network spanning 22 facilities. Centralized IT business applications and services are accessed by way of over 240 desktop PCs, 80 Laptops, and 650 monitors, as well as 30 iPads and many different desktop peripherals (speakers, webcams, headphones, ergonomic devices). The current standard desktop operating system is Microsoft Windows 10 with some remaining Windows 7. The RDN strives to be reasonably current and maintains support for two primary Microsoft systems.

Desktop Hardware Replacement Philosophy

The typical lifespan of workstation hardware at the RDN is between four (4) and five (5) years. Therefore, roughly a quarter of the RDN's workstation hardware may be replaced annually. Desktops may consist of standard PCs, high end workstations, laptops and tablets. Monitors are replaced as required and have an expected lifespan of about six (6) years. These lifespans will be reviewed and adjusted as necessary.



The key is the manageability of the complete workstation lifecycle. As an enterprise buyer, the RDN requires hardware model stability with platforms lasting between 12-18 months or longer, therefore providing consistent equipment during an extended period and reducing the costs associated with maintaining multiple configurations.

Evaluation Criteria

- Customer Sales, Service & Onsite Support 20%
- Breadth of Major Brands 20%
- Corporate Profile, Background, Experience & References 20%
- Returns & Warranty Service / Extended Warranties 10%
- Professional Services Offering 10%
- Supply Chain Network/Delivery Lead Times 10%
- Value Added Initiatives 10%

Vendors are strongly encouraged to address each of the items below in their submission.

1.1 Corporate Profile

Provide a description of your company, including legal name, ownership, number of years in business, areas of specialty and any other relevant company information.

1.2 Experience

Describe your firm's experience in the supply and delivery of equipment to similar public sector clients during the last three years. Specify client names where applicable.

1.3 References

Provide a minimum of three written references from similar public sector clients, located on Vancouver Island if possible, for similar goods and services. Do not include the RDN as one of the references. The Vendor consents to the RDN contacting these references and consents to the RDN contacting any other organization for the purposes of evaluating the Vendor's company and submission.

1.4 Authorized Re-Seller

Provide a list of the major brands for which you are an authorized reseller of each item of computer equipment which you have indicated you can supply.

1.5 Authorized Warranty Service Centre

Provide a list of the major brands for which you are an authorized warranty service depot of each item of computer equipment which you have indicated you can supply.

1.6 Project team Organization & Personnel

Provide an organizational chart complete with names of the dedicated account/project manager and specific key personnel that you propose to assign to the RDN setting out their names, responsibilities and relevant experience with similar public sector clients.

1.7 Sales and Support

Explain the operations of your sales department and provide your solution for the service support as envisioned (includes a dedicated account and/or project manager); the hours of business; and the level of familiarity of products and experience of personnel.

The Vendor must demonstrate they have an established and effective communication strategy that includes, but is not limited to the following:

- Designated Key Contact – name, contact information, years and range of experience within the industry and within the organization
- Alternate Key Contact – The Vendor must demonstrate that the company has backup personnel in the event that substitution is necessary
- Transition of Key Contact – Detail how a change in personnel could affect the RDN, and how those effects would be mitigated i.e. outline a transition plan to address key personnel change throughout the duration of the Contract; with the aim to reduce negative impact on the RDN
- Outline your relationships with the respective manufacturer(s) for the products, or brand of products which you are offering
- Explain your warehousing capability and logistics approach with respect to the ability of handling outgoing deliveries to the RDN

1.8 Business Technology

The RDN requires that the successful Vendors possess the technical capabilities which would facilitate an efficient acquisition of products. Vendors should respond to each of the items listed below.

1.8.1 Product Catalogue

Describe if you offer an online product catalogue (preferably web-based) and explain the process for its use.

1.8.2 Asset Management

Provide details of your ability to provide asset management/order status reports that can be made available that might include:

- Equipment brand, model, hardware configuration and serial number(s)
- Purchase order number and order date
- Invoice number and invoice amount

1.9 Other Computer Equipment

The successful vendors may be required to supply other computer equipment on an as needed basis. The types of equipment which the RDN anticipates it will require may include printers, small UPS, cameras, scanners, misc parts (i.e. memory, hard drives...), laptop carrying cases, computer supplies, communications equipment, GIS equipment, etc.. The Vendor should describe their ability to supply a broad range of other equipment, including their sources (distributors, manufacturers).

2.0 Equipment Supply

Provide details of the equipment you can supply to the RDN. Over the past 15 plus years, the RDN has purchased Dell desktops and monitors almost exclusively. Laptops have been primarily purchased from Dell, with a mix of some Lenovo, Microsoft and Apple laptops. Tablets have been primarily Apple, Samsung and some MS Surfaces. Printers have primarily been HP LaserJets.

2.1 Contractor's Representative(s)

The Vendors will provide a dedicated account and/or project manager as the appointed representative(s) to meet with the RDN's IT Manager on a regularly scheduled basis, or as required, to ensure that a dialogue is maintained between the Vendors and the RDN.

2.2 General Brand Specifications

To enable the RDN to determine which unit of equipment represents best value, the Vendor should provide detailed specifications of the unit(s) proposed and should describe, based on its knowledge and experience with the respective manufacturer's specifications and commitments, the features which distinguish each model from its competitors. Features which the RDN considers significant contributors to the total cost of ownership include:

- **Availability** - quality/reliability of the system and its components, warranty terms, availability of parts and service;
- **Support** - quality of technical support available through the manufacturer's website, directly through the manufacturer, and through the Vendor. The RDN needs to be assured that any significant technical issue arising during deployment, or at any time during the equipment lifecycle, will be resolved promptly;
- **Systems Management Features and Tools** - hardware features and software tools included at no charge that can facilitate asset, configuration, security and other systems management tasks;
- **Non-Proprietary Construction** - the RDN requires that its technical staff be able to add industry-standard expansion cards, memory and other hardware without any special training or tools.

2.3 Brand Names

The RDN standardizes on models and brands to simplify troubleshooting and support of desktop hardware. The RDN will only consider major brands, that offer enterprise class, Windows based, desktops and laptops with specified production intervals.

2.4 Desktop Brand Offering

Vendors are requested to rank their most popular 3 brands they offer in the order of highest sales being 1 and lowest sales being 3. Any additional information on sales and trends may be utilized in the selection of a primary PC brand for the RDN.

2.5 Standardized Desktops (PCs, Workstations, Laptops & Tablets)

In an effort to reduce the total cost of ownership of computer equipment, the RDN aims to maintain a standard desktop. This enables the rationalization of internal support costs by reducing the number of computer models it retains in inventory. It also allows the RDN to standardize computer operating system and software images for faster deployment of new equipment and faster replacement of aging equipment, in addition to rendering savings on its on-going computer maintenance costs.

2.6 Additional Requirements for PCs (both Desktops & Laptops)

2.6.1 Energy Star version 4

All desktops, laptops and monitors are required to have qualified for Energy Star version 4.0 or higher.

2.6.2 Windows 7, Windows 10 Must be supported.

2.6.3 Enterprise Deployment

The desktop model sold should be one that is targeted at medium-scale enterprise business deployment.

2.7 Professional Services Offered

The RDN has a dedicated IT section with permanent staff. There are occasions where there is a need to augment the team for specific reasons or to provide skills on a new initiative. These services may be required for specialized projects, specific skills not available internally, or on a short-term basis to bridge vacancies. Please describe your ability to offer professional services and your fee schedule for various services.

2.8 Warranties

Provide details of the warranty provided for the equipment the Vendor proposes to supply to the RDN by responding to the items below:

Please advise the warranty included for your Desktop PCs, Laptop PCs, Tablets and Monitors.

Please advise of any extended warranties available for Desktop PCs, Laptop PCs, Tablets and Monitors.

For PC desktops, laptops, monitors, and all third-party components how warranty service will be managed on behalf of the RDN including any transportation costs.

Common characteristics of warranty / support. Term and service level to be defined on a per device-category basis (e.g. Desktop PC, Laptop, Monitor, etc)

2.9 Preferred Business Support

RMA without pre-paying (or being charged) for replacement parts, waybills for no shipping fees.



Service option that would allow the RDN to replace easily installed components ourselves (power supplies, fans, buttons, batteries, hard drives etc.) without returning the full computer.

For desktops, laptops, monitors and tablets, whether PC, regardless of brand, advise your company's target time frames to resolve warranty issues. Advise your current success percentage.

Vendors must confirm that the warranty will not be affected by the RDN's need to move equipment, perform hardware upgrades (including adding industry standard boards for specialized peripheral devices) and perform software upgrades on desktop and laptop units.

Vendors should describe any additional or alternative programs that they can provide, either as an alternative to the manufacturer's warranties or to complement them.

Confirm the start date for when the warranty commences.

Please advise the process the vendor will follow to notify the equipment manufacturer in a timely manner to register the warranty with the manufacturer on the RDN's behalf. The RDN's purchase must be registered with the manufacturer such that the manufacturer will recognize the start of warranty.

2.10 Ownership, Delivery and Title

The RDN will take ownership and title upon successful delivery to the location specified. Please confirm all equipment under this agreement will be supplied FOB destination, freight prepaid. The successful Vendor must have unencumbered title of the goods.

2.11 Invoicing & Payment Terms

Please advise your invoicing processing and payment terms you are prepared to offer.

2.12 Product Return Policy

Please advise your product return policy in the event an item is to be returned. The RDN will attempt to do its best to minimize its returns but prefers dealing with a Vendor that does not charge restocking fees and return transportation fees.

2.13 Product recall and notification

The Vendor is to detail how notifications of product recalls and any services relating to such will be provided.

2.14 Value Added Services

Vendors should indicate whether there are any other services which they propose to offer to the RDN which are not specifically requested in this RFP. The RDN will consider any other services which enhance or improve upon those set out in this RFP. Unless otherwise stated, it is understood that there are no extra costs for these services, however, if there are any additional costs pertaining hereto, the summary and explanation of those costs are to be included and clearly marked as additional costs for value added services.