



**Personal Computer
and
Help Desk Support**

RFP# 0708-9109

**Learner Resources Technology Solutions
143 Bostwick Avenue NE
Grand Rapids, MI 49503-3295**

**Grand Rapids Community College
Learner Resources Technology Solutions
Personal Computer and Help Desk Support
Request for Proposals**

1. Reason for Bid

Grand Rapids Community College (GRCC) is a leader in the implementation and integration of technology in support of student learning. The College is issuing this Request for Proposals (RFP) for two facets of its personal computing support. Specifically, GRCC is soliciting proposals from vendors to take responsibility for personal computer hardware deployment as well as for all other aspects of support for personal computers deployed in college in labs, classrooms and offices. Please note that workgroup printer deployment, support and maintenance are not part of this RFP. In addition, we are requesting proposals for Help Desk support for the College's faculty and staff. **It is recommended that vendors wishing to submit a proposal(s) for this RFP read this document completely before submitting their response.**

1.1. Instructions to Vendors

1.1.1. General Terms and Conditions

Definitions:

- The term "Vendor" means business firm submitting the bid.
- The terms "College" and "GRCC" mean the Grand Rapids Community College.
- The term LRTS means the Learner Resources and Technology Solutions Unit of GRCC.
- The term "Contractor" means the vendor receiving the award.

Any contract resulting from this RFP

- shall be governed under, and the rights and obligations of the parties hereto be determined in accordance with, the laws of the State of Michigan;
- shall incorporate the responses of the successful vendor and such responses shall constitute material terms of any contracts; and
- is dependent upon approval by the College's Board of Trustees.

1.1.2. Communications between Grand Rapids Community College and Vendors.

Any and all communications with Grand Rapids Community College shall be accomplished through the Purchasing Department as designated in 1.1.3.

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Any vendor that deviates from this requirement will be subject to disqualification.

Vendors who receive this RFP and wish to respond are requested to reply with their "intent to respond" by **5:00pm, Thursday, August 16, 2007**. A vendor's intent to respond must be sent to Mansfield Matthewson, by e-mail at Mmatthew@grcc.edu . The "Intent to Respond" must include the name of a contact person, phone and fax numbers, and an e-mail address.

1.1.3. Vendor Questions

Any questions regarding interpretation or intent of this RFP must be made in written form and submitted via e-mail. Send questions to Mansfield Matthewson, Director of Purchasing at Mmatthew@grcc.edu by **5:00PM, Monday, August 20, 2007**.

Vendors who have indicated an intent to respond will be e-mailed the answers to all questions received by **5:00PM, Wednesday, August 22, 2007**.

1.1.4. Method of Response

All vendors must respond with a written proposal that corresponds to the information request of this RFP. Vendors must follow the format of the RFP using the section titles and numbers of each information request (e.g., 1.1.10 – Warranty). If a reference to an attached document is used as part of the response to an information request, the reference must be specific. For example: "See page "8", paragraph three." **Note: Proposals that do not follow the format of this RFP and do not provide their responses to information requested per specification of this format will not be considered.**

1.1.5. Proposal Submission

The original version of each vendor's proposal must be received in the Purchasing Department of Grand Rapids Community College **no later than 3:00 p.m. on Thursday, September 13, 2007**. Proposals must be clearly marked **Personal Computer and Help Desk Support, RFP #0708-9109**.

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Mailed responses are to be sent to:

Grand Rapids Community College
Mansfield Matthewson, Director
Purchasing Department
143 Bostwick NE
Grand Rapids, MI 49503-3295

Delivered responses are to go to:

Grand Rapids Community College
Mansfield Matthewson, Director
Purchasing Department
180 North Division NE
Room 303 College Park Plaza Building
Grand Rapids, MI 49503-3295

Telegrams and/or phone responses are not acceptable. **Five** copies of the proposal must be included. The College will accomplish distribution to its proposal reviewing personnel.

The College will not consider or examine late proposals. Amended proposals will not be considered unless they are received in the Purchasing Department on or before the above time and date. The original version of the proposal must contain the complete proposal and all related materials. A duly-constituted corporate official, legally capable of binding the vendor, must sign the original proposal.

1.1.6. Proprietary Information

Vendors must provide a corporate financial statement. Proposals will be opened publicly and will be made a matter of public record and as such may be reviewed by any interested party. Any proprietary information the vendor does not want made available for public inspection must be enclosed in an envelope clearly marked "Proprietary Information". **Pricing and contracts cannot be considered proprietary information.**

1.1.7. Addenda to the Request for Proposal

In the event it becomes necessary to revise any part of this RFP, an addendum will be provided to all vendors who have indicated their intent to respond.

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1.1.8. Freedom of Information Act

Respondents are advised that all materials submitted to Grand Rapids Community College for consideration in response to this solicitation will be considered the property of Grand Rapids Community College and will not as a matter of course be treated as confidential information. Grand Rapids Community College reserves the right to distribute or not to distribute materials and information submitted by Respondents as it sees fit and/or as required by applicable law.

If a Respondent wishes to supply any information, which it believes is exempt from disclosure under the Act, that Respondent should summarize such information in a separate envelope. Each page submitted should be clearly marked "Confidential," but otherwise be presented in the same manner as the Proposal. However, any such information is provided entirely at the Respondent's own risk and Grand Rapids Community College assumes no liability for any loss or damage which may result from the College's disclosure at any time of any information provided by the Respondent in connection with its proposal.

1.1.9. Non-discrimination in Employment

1.1.9.1. Equal Opportunity

The Board of Trustees establishes the goal of minority and women contract awards at twelve percent (12%) of the budget allocated for purchased services.

1.1.9.2. Equal Opportunity

Grand Rapids Community College, as an Equal Opportunity Employer, complies with federal and state laws prohibiting discrimination, including Title VI and Title VII (with Amendments) of the 1964 Civil Rights Act, Title IX of the Educational Amendment of 1972, Section 504 of the Rehabilitation Act of 1974 as amended 38 USCO20-12. It is the policy of the Board of Trustees that no person, on the basis of race, sex, color, religion, national origin or ancestry, age, marital status, handicap, sexual orientation or veteran status, shall be discriminated against in employment, educational programs and activities, or admission. Inquiries or complaints should be addressed to Kathy Keating/EEO Office, 143 Bostwick NE, and Grand Rapids 49503-3295, (616) 234-3453.

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1.1.9.3. Fair Employment Practice Agreement

The enclosed *Fair Employment Practice Agreement* (Appendix "A") must be submitted with the vendor's proposal.

1.2. Evaluation

The evaluation of responses will be based on, but not limited to:

- Best value, cost and benefit for Grand Rapids Community College
- Vendor's ability to meet the requirements and specifications of this RFP as detailed in Sections 2 through 8
- Ability to meet our service/delivery requirements
- Ability to meet all mandatory requirements of this RFP
- Financial Strength of the Vendor
- Proposal Documentation / Presentation
- VENDOR'S Experience
- VENDOR References

The College will determine which proposals are to be considered for evaluation and will determine the successful proposal. A team led by the LRTS Department and the Purchasing Department, following the College's policies and procedures, will conduct the evaluation process.

The College reserves the right to reject any and all proposals, wholly or in part, and waive any irregularities in the Bid process.

2. Current Status

As stated in section 1 the College is seeking proposals for personal computer hardware deployment and support, as well as for Help Desk support. Provided below are some of specifics of the support, hardware, and software components of the current computing environment at GRCC. Please note that printer deployment, support and maintenance are not part of this RFP.

2.1. Hardware Components

2.1.1. GRCC's Learner Resources and Technology Solutions Unit currently provides hardware deployment and support to the entire College community of approximately 1,200 full and part-time faculty and staff and 26,000 students; the current census is approximately 2,200 personal computers.

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- 2.1.2. Approximately 1,300 personal computer systems are deployed in the College's classrooms and labs and the Library Learning Commons (LLC). The remaining systems are deployed in offices.
- 2.1.3. The systems deployed in labs and classrooms, and the Library Learning Commons are on a three-year replacement cycle and are purchased with three-year on-site manufacturer's warranty. The systems deployed in offices are on a four or five-year replacement cycle and are purchased with a four-year manufacturer's warranty.
- 2.1.4. The College is currently beginning the third year of a three-year agreement to purchase personal computers (tower configurations, laptops, and tablet computers) from Hewlett Packard through their VAR Agilysys.
- 2.1.5. Approximately half of the installed base is now HP, the remainder is IBM. The numbers for each model type are provided in Appendix B.
- 2.1.6. The HP systems are all under manufacturer's warranty at this time. All of the IBM systems are off warranty.

2.2. Software Components

2.2.1. Standard Office Applications

A complete list of standard office applications is included in our base image for faculty and staff and lab/classroom systems and is provided in Appendix C.

- 2.2.1.1. Microsoft Windows XP at update level SP 2 is deployed on all systems, although there are a small number of exceptions due to software or attached equipment requirements. All Windows XP licenses are administered through a Campus License Agreement directly with Microsoft Corporation. GRCC is not currently planning to migrate to Windows Vista.
- 2.2.1.2. Microsoft Office 2003 is deployed on all systems, although a small number of copies of Office 2007 are deployed as well. All Office licenses are administered through a Campus License Agreement directly with Microsoft. We do not plan to deploy Office 2007 generally until September 2008 in classrooms and labs and the LLC. A plan to deploy Office 2007 to faculty and staff offices has not been finalized.

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2.2.1.3. Visio 2003 is deployed on some faculty and staff systems. All Visio licenses are administered through a Campus License Agreement with Microsoft. There is no plan as to when to deploy Visio 2007 to faculty and staff offices.

2.2.1.4. A complete list of other software in use at the College is provided in Appendix C.

2.3. Support Staff

2.3.1. LRTS Technicians

All hardware deployment and support is currently provided by staff in the Personal Technology Solutions team within LRTS. These staff would be re-assigned to other projects within LRTS as the College transitions to contractor support for the work covered within the scope of this RFP.

2.3.1.1. Technicians respond to all personal computer-related issues as they are reported to the existing Help Desk.

2.3.1.2. These technicians provide:

2.3.1.2.1. Hardware diagnosis and repair services for all personal computers installed at the College;

2.3.1.2.2. First-level network connectivity support for personal computer systems, and when needed, work with network engineering staff to resolve issues;

2.3.1.2.3. First and second level software support working with outside support when and where required;

2.3.1.2.4. Basic application training for hardware and standard office productivity applications when needed. Data related to the volume of such activities and support categories is provided in Appendix D.

2.3.2. Help Desk

All Help Desk support for faculty and staff is provided by staff in the Personal Technology Solutions area within LRTS. These staff will be reassigned to other strategic projects within LRTS as we transition to contractor support for their current tasks.

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2.3.2.1. The Help Desk staff provides:

2.3.2.1.1. First and second-level support related to standard office application software deployed at the College, including:

- 2.3.2.1.1.1. Resetting passwords pertaining to GroupWise, CWIS (a.k.a. PeopleSoft), network and voicemail (Audix)
- 2.3.2.1.1.2. Unlocking network accounts
- 2.3.2.1.1.3. Resetting Radius connections
- 2.3.2.1.1.4. Modifying public e-mail groups
- 2.3.2.1.1.5. Restarting workgroup printers

2.3.2.1.2. First-level support and problem diagnosis for hardware and network issues, and when required, escalation to technicians or engineers.

2.3.2.1.3. Oversees the College's Problem Management System (currently HEAT) and assigns "trouble" tickets to technicians, analysts and engineers, as required. Information on the priority assignment for tickets is provided in Appendix "E".

2.3.2.1.4. These services are provided from 7:00 a.m. to 8:00 p.m. Monday thru Thursday, 7:00 a.m. to 5:00 p.m. Friday, and 10:00 a.m. to 2:00 p.m. Saturday.

3. Desired Solutions

A vendor may provide either a *comprehensive proposal* for all of the areas and types of support described below or a *selective proposal* covering only those areas it has the capabilities to support. Preference will be given to those vendors that submit comprehensive proposals. When providing a proposal, a vendor must provide details as to (a) how the services will be provided, (b) what the requirements on the part of the College will be, and (c) what the proposed cost of the services will be. Vendors must clearly indicate how the costs will be affected by the College's on-site warranties that were purchased with the computers (see section 2.1.3).

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3.1. Hardware Support

3.1.1. Depot Service

Provide a technician on site once or twice per week to perform hardware repair on systems that have been diagnosed by the College's staff. Systems will be repaired and prepared for return to service with the appropriate base software image loaded.

3.1.1.1. Vendors must indicate to what extent they are willing to keep a parts supply on site to expedite repairs and what their space requirements as measured in square footage would be for the storage of parts.

3.1.1.1.1. Vendors must also indicate their process for keeping their parts supply current and fully stocked.

3.1.1.2. Vendors must indicate what their requirements are for the work area that system repairs will take place in.

3.1.1.3. Vendors must explain and provide process documentation for their approach to delivering this service, including escalation to higher level technical support within their organization.

3.1.1.4. Vendors must explain the resources their technicians will have available to them in their organization for assistance if that is indicated.

3.1.1.4.1. What are the criteria that would be used to indicate that escalation to higher level technical support within their organization is required?

3.1.2. On Site Service

Provide staff on site to respond to service requests assigned by the College's Help Desk adhering to the College's own service levels (see section 2.3.2.2.3). The contractor will perform problem diagnosis and apply corrective action to solve all hardware related issues. In the event the contractor believes the issue is not hardware related, they must call in College support staff and turn over the issue to College staff with documentation indicating tests performed with pertinent results.

3.1.2.1. Vendors must indicate to what extent they are willing to keep a parts supply on site to expedite repairs and what their space requirements as measured in square footage would be for storage of parts.

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- 3.1.2.1.1. Vendors must also indicate their process for keeping their parts supply current and fully stocked.
- 3.1.2.2. Vendors must indicate what their requirements are for the work area that system repairs will take place in.
- 3.1.2.3. Vendors must also indicate any other space and logistical requirements they have to provide on-site services to the College.
- 3.1.2.4. Vendors must explain and provide process documentation for their approach to delivering this service, including escalation to higher level technical support within their organization.
- 3.1.2.5. Vendors must explain the resources their technicians will have available to them in their organization for assistance if that is required.
 - 3.1.2.5.1. What are the criteria that would be used to indicate that escalation to higher level technical support within their organization is required?

3.2. Help Desk Support

Provide Help Desk support to the College's employees for standard office applications, computer systems, and network services. The contractor will provide first and second-level support for office applications (see Appendix C) for and computer systems and network services.

- 3.2.1. Vendors must indicate their capabilities to provide support for the standard office applications.
- 3.2.2. Vendors must indicate their willingness either to provide access to an existing Knowledge Base or to contribute technical subject-matter content and assistance so that the College might develop and expand its own Knowledge Base.
- 3.2.3. Vendors must use the College's problem management system (currently HEAT) and ensure that service records are opened properly for all requests and are closed in a timely fashion per the College's service level expectations and that each problem resolution is well documented.

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3.2.4. The contractor must provide the Help Desk support during the hours provided in section 2.3.2.2.4 , namely, from 7:00 a.m. to 8:00 p.m. Monday thru Thursday, 7:00 a.m. to 5:00 p.m. Friday, and 10:00 a.m. to 2:00 p.m. Saturday.

3.2.5. The contractor must also provide an alternative cost option for the Help Desk support by extending the hours of operation, namely, from 7:00 a.m. to 10:00 p.m. Monday thru Thursday, 7:00 a.m. to 5:00 p.m. Friday, and 10:00 a.m. to 2:00 p.m. Saturday and Sunday.

4. On Site Presentations

Vendors whose proposals are determined by the evaluation team to meet or exceed the requirements of this RFP will be requested to come on campus to provide an overview of their proposal(s) and respond to questions from the evaluation team. Vendors must clearly present their processes for delivering the required services and must clearly communicate what the College's responsibilities will be in supporting the vendor in the delivery of the required services. These presentations will be limited to no more than two hours, including the question-and-answer period. Vendors should bring all necessary staff from their organizations to insure their presentation is complete and questions can be answered during the session as there will be no opportunity for follow-up answers beyond the on-site presentation session.

5.0 Account Responsibility

5.1 A vendor must provide the following contact information:

5.1.1 Name, contact information, and reporting structure for the person who will be the marketing/sales contact for the College.

5.1.2 Name, contact information, and reporting structure for the person who will be the service contact for the College.

6.0 Quality and Performance Standards

6.1 Successful bidder shall include a description of their quality program, including complaint resolution and corrective action procedures.

6.2 Successful bidder shall describe metrics that are tracked, the frequency at which they are tracked and guaranteed level of performance. Submission of quality and performance history is also encouraged.

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- 6.3 All bids must include five references, including two higher education institutions (if possible) and three additional references. Local West Michigan references are preferred. References should include company name, contact name, address, phone, fax and email address and contact information for the specific person who is knowledgeable about the vendor's record and performance. References may be contacted for consultation and/or site visits at our discretion.

7.0 CANCELLATION/NON-PERFORMANCE EVALUATIONS

- 7.1 The Owner reserves the right to terminate this agreement within thirty (30) days of written notice and prior to any Contract termination date, if either service, equipment or Contract performance and conduct, as judged by Owner, does not meet acceptable standards.

8.0 Pricing

A vendor must provide detailed pricing for each of their proposals making certain to itemize the costs for each type of service proposed.

- 8.1 Any items or services that would result in additional charges must be clearly presented and explained.
- 8.2 Any quotas or limits of service must be clearly identified and remedies or additional costs explained.
- 8.3 All prices and rates are guaranteed to be firm for the first year. Please indicate pricing for subsequent years (i.e. specific prices for years two & three; percentage increase maximums, or other defined methods). GRCC reserves the right to exercise the option to extend or close any awarded contract at the expiration of year one.
- 8.4 In addition to what has been specified, Suppliers are encouraged to provide "expressive bid" alternate pricing by suggesting alternate specifications, technology, terms and conditions, service conditions, etc. that could result in flexibility and cost savings for Grand Rapids Community College and for the Vendor. Vendors must insure that their alternate proposal meets or exceeds requirements and specifications as detailed throughout this RFP.
- 8.5 Payment terms will be net 30 days following completion of services and receipt of invoice.

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9.0 Contracts

A vendor must attach any contracts and/or support agreements necessary to be completed for any services or equipment purchased as a result of the award of a contract pertaining to this RFP.

10.0 Taxes

Grand Rapids Community College is exempt from Michigan Sales Tax. Grand Rapids Community College will furnish a tax exempt certificate upon request

Disclaimer: If any changes are made to this solicitation document by any party other than Grand Rapids Community College, the original document in the Grand Rapids Community College's files takes precedence.

APPENDIX A

FAIR EMPLOYMENT PRACTICES AGREEMENT

COMPLETION OF THIS FORM IS NECESSARY TO DO BUSINESS WITH THE Grand Rapids COMMUNITY COLLEGE

QUESTIONS CONCERNING THIS FORM SHOULD BE DIRECTED TO:

Human Resources @ (616) 234-3965

This rider is attached to and made a part of the bidding form agreement between the Grand Rapids Community College and

Name of Company

During the performance of this contract, the above named firm agrees as follows:

- 1) Will not discriminate against any employee or applicant for employment because of race, creed, color, or national origin, sex or handicap, except based on bona fide occupational qualification. Said company will take affirmative action to ensure that applicants are employed without regard to their race, creed, color, sex, handicap, national origin or veteran status. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff, recall, or termination, rates of pay or other forms of compensation, and a selection of training, including apprenticeship. He/she agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
- 2) Will, in all solicitation or advertisements for employees placed by or on behalf of the company, states that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, national origin, handicap, or veteran status except based on bona fide occupational qualification.
- 3) Will where applicable, send to each labor union representative or workers with which he/she has a collective bargaining agreement or other contract understanding. A notice, to be provided by the companies' commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- 4) Will furnish all information and reports as requested by the Grand Rapids Community College, including pertinent books, records, and accounts to ascertain compliance with Grand Rapids Community College nondiscrimination policies.
- 5) In the event of noncompliance with the nondiscrimination clauses of this contract or with any of the said policies, this contract may be cancelled, terminated, or suspended in whole or in part, and the said company may be declared ineligible for further contracts in accordance with procedures established by the Grand Rapids Community College and such other sanctions may be imposed and remedies involved a provided by rule, regulation, order or statement of policy of the College or as otherwise provided by law.
- 6) The following provision is required by the Elliott-Larson Civil Rights Act:
The company and, where applicable, sub-contractors shall not discriminate against any employee or applicant for employment, to be employed in the performance of this contract, with respect to his/her hire tenure, terms, conditions or privileges of employment, because of his/her race, color, religion, national origin, height, weight, sex, age handicap, veteran status, or marital status.
- 7) **MINORITY OWNERSHIP**
Ownership Interest:

Public Act 428 of 1980 requires that the minority business owner or woman business owner own more than 51% of the shares or interest in the business and share in more than 51% of the net profit or loss of the shares or interest in the business which accrues to shareholders who are members of a minority or a woman.

CONTROL AND OPERATION

P.A. 428 of 1980 requires the minority or woman to exercise the power to make policy decisions and be involved in the day-to-day management of the business.

Please check the following applicable criteria:

- Minority-Owned
- Female-Owned

Company Name: _____ Phone: _____

Address: _____

Type of Business _____

Independent Firm, or Owned/Controlled by: _____

Corporate Address of Parent Firm _____

Personnel as of (Payroll Date) __/__/__			
JOB CATEGORIES	ALL PERSONS M/F/TOTALS	NON WHITE PERSONS M/F	NON WHITE TOTALS
Officials & Managers	/ /	/	
Professionals	/ /	/	
Technicians	/ /	/	
Sales Persons	/ /	/	
Crafts Persons	/ /	/	
Operatives	/ /	/	
Service Workers	/ /	/	
Laborers (Unskilled)	/ /	/	
Apprentices	/ /	/	
All Others	/ /	/	
Total Employees	/ /	/	

PLEASE NOTE: GOVERNMENTAL REGULATIONS PERMIT THE GATHERING OF THIS DATA.

NAME OF PERSON PROVIDING DATA (PLEASE PRINT): _____

PHONE: _____

DATE: _____

TITLE: _____

SIGNATURE: _____

APPENDIX B

Computer Types/Models/Quantities

Qty	Make	Model
50	Apple	Power Mac G4
13	Apple	Power Mac G5
22	Apple	iMac
10	Gateway	E-4400
10	Gateway	e4600
4	Hewlett-Packard	HP Compaq dc7100 CMT(DX438AV)
203	Hewlett-Packard	HP Compaq dc7600 Convertible Minitower
150	Hewlett-Packard	HP Compaq dc7700 Convertible Minitower
20	Hewlett-Packard	HP Compaq nc6120 (PZ358UA#ABA)
77	Hewlett-Packard	HP Compaq nc6320 (EN163UA#ABA)
201	Hewlett-Packard	HP Compaq tc4200 (PZ401UA#ABA)
2	Hewlett-Packard	HP Compaq tc4400 (GD198UC#ABA)
267	IBM	Intellistation 621935U
462	IBM	Intellistation6230GRC
10	IBM	Intellistation 6858703
110	IBM	18309QU
58	IBM	2653GU5
207	IBM	6214LOU
29	IBM	808625U
22	IBM	8183B2U

1905 total

Note: 269 IBM systems will be replaced with HP systems, and all of the Gateway systems will have been replaced by the time an agreement is executed.

APPENDIX C

Appendix C – Application Software

Staff Image

Microsoft Office Professional Edition 2003
Windows XP
Groupwise
Message Manager
Mozilla Firefox
RealPlayer
QuickTime
Adobe Reader 7.0.8
Internet Explorer
ZENworks Desktop Management Agent
Ericom Powerterm
IBM Record Now
Novell Client for Windows
Symantec AntiVirus
IBM Record Now
Ericom Powerterm
LiveUpdate 2.0 (Symantec Corporation)

APPENDIX D

All Calls Closed between 2007-01-01 and 2007-07-12

Adjustment Request

537 Call(s)

%15

Other

499 Call(s)

%14

Access

436 Call(s)

%12

Phone Request

336 Call(s)

%9

Instructions Needed

239 Call(s)

%7

HW Install Request

186 Call(s)

%5

New Account

146 Call(s)

%4

Disk Space

144 Call(s)

%4

SW Install Request

135 Call(s)

%4

Canceled

117 Call(s)

%3

FastCall Cause

109 Call(s)

%3

Communication

92 Call(s)

%3

Forgot Password

75 Call(s)

%2

No Problem Found

71 Call(s)

%2

Software Configuration

65 Call(s)

%2

Hardware Error

61 Call(s)

%2

Software Error

42 Call(s)

%1

Unknown

36 Call(s)

%1

New PC Install

33 Call(s)

%1

Inquiry

25 Call(s)

%1

Duplicate Call

23 Call(s)

%1

Spyware

23 Call(s)

%1

Virus

21 Call(s)

%1

Cleaned Request

20 Call(s)

%1

Move

19 Call(s)

%1

User error

17 Call(s)

%0

Software Compatibility

14 Call(s)

%0

Untrained

14 Call(s)

%0

Corruption

11 Call(s)

%0

Software Limitation

10 Call(s)

%0

Info Tech Error

7 Call(s)

%0

Performance

7 Call(s)

%0

Disconnected

6 Call(s)

%0

Hardware Limit

6 Call(s)

%0

Not Supported

6 Call(s)

%0

Controller Error

5 Call(s)

%0

Maintenance Request

5 Call(s)

%0

Congestion

4 Call(s)

%0

Lost Communications

4 Call(s)

%0

Deleted

3 Call(s)

%0

Software Defect

3 Call(s)

%0

Hardware Compatibility

2 Call(s)

%0

Install Sys Request

2 Call(s)

%0

Internet Down

2 Call(s)

%0

Network Down

2 Call(s)

%0

System Defect

2 Call(s)

%0

Web Page Request

2 Call(s)

%0

Licensing

1 Call(s)

%0

MF Down

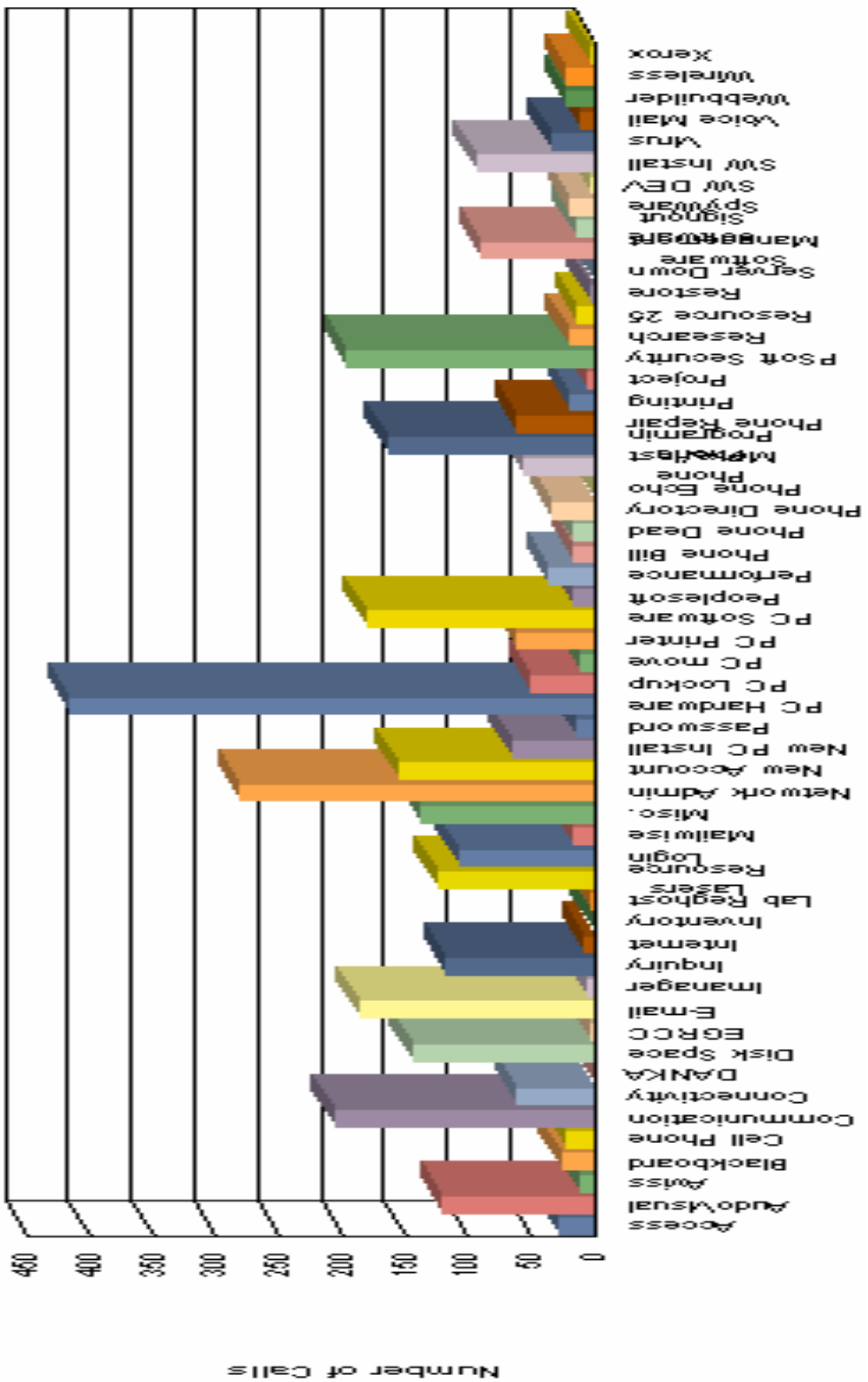
1 Call(s)

%0

Name Change

1 Call(s)

%0



All Calls Received between 2007-01-01 and 2007-07-12

PC Hardware	Software Install	Webbuilder	Voice Mail
416	94	22	10
12%	3%	1%	0%
Network Admin	Software Management	Wireless	Internet
281	90	22	8
8%	3%	1%	0%
Communication	New PC Install	Research	Imanager
206	66	20	7
6%	2%	1%	0%
PeopleSoft Security	Connectivity	Printing	Project
197	62	19	6
6%	2%	1%	0%
E-mail	Phone Repair	SpyWare	Restore
187	62	19	4
5%	2%	1%	0%
PC Software	PC Printer	Mailwise	EGRCC
181	61	18	3
5%	2%	1%	0%
Phone Programming	Phone Move/Install	Phone Dead	Xerox
164	55	17	3
5%	2%	0%	0%
New Account	PC Lockup	Peoplesoft	Lab Reghost
155	50	16	2
4%	1%	0%	0%
Disk Space	Performance	Phone Bill	SW DEV
144	36	16	2
4%	1%	0%	0%
Miscellaneous	Virus	Password	DANKA
138	34	15	1
4%	1%	0%	0%
Laser's Resource	Phone Directory	Software Signout	Inventory
124	33	15	1
3%	1%	0%	0%
AudioVisual	Access	Resource 25	Phone Echo
120	29	14	1
3%	1%	0%	0%
Inquiry	Blackboard	Avis	Server Down
118	26	12	1
3%	1%	0%	0%
Login	Cell Phone	PC move	
108	22	10	
3%	1%	0%	

Appendix E

Priority Assignments

Priority 1

- Critical failures affecting a large group of people, an entire unit, a whole computer lab, or the entire college.
 - Equipment not functioning and in use in a classroom at time of class.
 - President's equipment.
 - Equipment being used for presentations by outside customers.

Response:

- Immediate response - Technician will be in contact with the Help Desk either by phone or email to let them know that they are on the way to try to resolve issues. If possible. If the ticket is not resolved after thirty minutes a second technician with a higher level of experience may be co-assigned in order to resolve the issue.
- If the ticket can not be resolved in the time allowed, the technician will contact the help desk and have the ticket priority change to reflect the appropriate response time for the problem.

Priority 2-

- Any serious problem affecting a work group where no work around is available or problem where an individual's computer is completely down and there are no options available for work to continue.

Response:

- Acknowledged in one hour, resolution in two hours, escalated to have a second technician co-assigned after two hours.

Priority 3-

- Any problem where an individual's system is working, but something is wrong that is affecting productivity; isolated hardware problems; setup of computer peripherals; or network printing failure.
 - Board members Home systems
 - Classroom equipment
 - Office equipment that keep staff or faculty from performing their duties.

Response:

- Acknowledgement in two hours, resolution in eight hours, escalated to have a second technician co-assigned after twelve hours.

Priority 4-

- Situations that do not interfere with the current functioning of a system or customer's ability to work at acceptable level awaiting service appointment; software installation; or port activation due to installs or office moves.
- Office equipment that does not affect day to day operations. Operator can perform duties by other means.

Response:

- Two working days to acknowledge and 3 working days to resolve, escalated to have a second technician co-assigned after five working days.

Priority 5-

- New installs/upgrades; general inquiries; or project requests.

Response:

- Acknowledged in five working days, resolution in 10 working days, escalated to Assistant Director.

GRAND RAPIDS COMMUNITY COLLEGE

143 BOSTWICK, N.E. - GRAND RAPIDS, MI 49503-3295

PHONE: (616) 234-3850 - FAX: (616) 234-3855

REQUEST FOR QUOTATION
THIS IS NOT AN ORDER



Bid Number:	0708-9109
Date:	August 9, 2007

PublicBid Notice
Personal Computer & Help Desk Support

[XX] An "X" in this box indicates a sealed bid. The bidder, to be considered, must indicate bid number and date and time of opening outside of bid reply. Sealed bids will be accepted until the time and date shown below, at which time they will be opened and read aloud at 180 N. Division, College Park Plaza Bldg., Room 301.



PLEASE NOTE CAREFULLY:

You are invited to quote on the following items. This inquiry implies no obligation on the part of the buyer. Fill in complete information before returning this copy. Quote best price and delivery based on the referenced specifications without affecting quality. Alternate quotations to be considered must be accompanied by detailed descriptive literature and specifications. Samples must be submitted with quotation when requested.

To be considered, your quotation must be returned by 3:00P.M., Thursday, September 13, 2007.	F.O.B. DELIVERED	THIS IS NOT AN ORDER	FOR INTERNAL USE ONLY
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QTY	UNIT	ITEM AND DESCRIPTION	UNIT COST	TOTAL
		Grand Rapids Community College is soliciting bids for Personal Computer & Help Desk Support - per the attached specifications: Low bid does not necessarily guarantee award of the contract. The Board of Trustees has the right to reject any or all bids as deemed necessary in the best interest of the college. Any questions regarding this bid should be sent in writing to Mansfield Matthewson, Director of Purchasing, mmatthew@grcc.edu, (616) 234-3850		

<input type="checkbox"/> An "X" in the box indicates that a BID BOND is required for this bid. Bid security in the amount of 5% (five percent) of the base bid must accompany the bid. Bid security shall be a certified check, cashiers check, money order or bid bond.	<input type="checkbox"/> An "X" in the box indicates that a PERFORMANCE BOND is required for this bid. The bidder shall indicate the cost to provide a performance bond in the amount of 100% (one hundred percent) of the contract amount.
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The original copy of your proposal, accompanied by three (3) photocopies, must be received in the Purchasing Department of Grand Rapids Community College no later than **3:00 p.m. - Thursday, September 13, 2007**. Bids must be clearly marked "**RFQ #0708-9109 - Personal Computer & Help Desk Support**". Failure to do so could result in rejection of the bid.

Mailed responses to: Grand Rapids Community College, 143 Bostwick NE, Grand Rapids, MI 49503, Attn: Mansfield Matthewson	Delivered responses to: Grand Rapids Community College, 180 N. Division, College Park Plaza - Room 303, Grand Rapids, MI 49503, Attn: Mansfield Matthewson
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The enclosed "Fair Employment Practices Agreement" must be submitted. Failure to do so will result in your bid being REJECTED.

BIDDER MUST COMPLETE THE FOLLOWING:		GRAND RAPIDS COMMUNITY COLLEGE Mansfield W. Matthewson Director of Purchasing PURCHASING OFFICE
TERMS:	PRICE IS VALID UNTIL:	
DELIVERY TO BE COMPLETED WITHIN ___ DAYS AFTER RECEIPT OF ORDER.		
THE UNDERSIGNED OFFERS PRICES, TERMS AND DELIVERY HEREON SET FORTH.		
SUPPLIER:	CONTACT:	
ADDRESS:	EMAIL:	
CITY, STATE:	PHONE:	
ZIP:	FAX NO:	
SUBMITTED BY: _____	DATE SUBMITTED: _____	AFTER FILLING IN COMPLETE INFORMATION, RETURN THIS COPY TO THE PURCHASING OFFICE AT THE ABOVE ADDRESS
<i>Signature</i>		

THIS IS NOT AN ORDER

**GRAND RAPIDS COMMUNITY COLLEGE
TERMS AND CONDITIONS**

1. The Board of Trustees reserves the right to reject any and or all bids and to award by item, combination of items or lot.
2. The Michigan State sales and use taxes and the Federal excise tax do not apply. Exemption certificates will be furnished upon request. Our tax exempt number is F38-2980195.
3. The Board of Trustees of Grand Rapids Community College has adopted an affirmative action policy. Persons and organizations

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3. The Board of Trustees of Grand Rapids Community College has adopted an affirmative action policy. Persons and organizations doing business with the Board of Trustees are expected to adopt and implement an affirmative action policy.
4. Grand Rapids Community College requires all contractors and suppliers of services of goods to prepare and submit a workforce analysis for review. If the bidders workforce is not representative of the labor market, an affirmative action program shall be required.
5. Unless otherwise provided, bid and acceptance shall constitute the contract.
6. In case the bidder fails to make delivery of any item or items within the terms herein specified, or shall make delivery of goods not in accordance with the terms and specifications, the Board of Trustees shall have the right to declare the order cancelled and either accept the next lowest bid or again advertise for bids and to hold the original bidder liable for the difference between the amount of it's bid and the amount that the Board shall in either of such cases be required to pay, or the Board of Trustees may elect to receive the item or items not delivered within the time specified and hold the bidder responsible for an amount equal to ten percent of the amount bid on items as liquidated damages for the delay, and said bidder in such case agrees to make payment accordingly.
7. Instructions, manufacturer's catalog numbers, etc., where shown herein, are for descriptive purposes to guide the bidder in interpreting the standard of quality, design and performance desired and shall not be construed to exclude proposals based on furnishing other types of materials and service. However, any substitution or departure proposed by bidder must be clearly noted and described; otherwise, it will be understood the bid intends to exactly meet the specifications. Samples must be submitted with quotation when requested.
8. Samples requested must be furnished, free of expense prior to the time designated for the reception of bids and if not destroyed or required in connection with the award of delivery will, upon request, be returned at the bidder's expense. The Board of Trustees will not be responsible for samples mutilated or destroyed if considered necessary for testing purposes.
9. F.O.B. – Destination
10. Overruns and underruns must not exceed 10 percent.
11. In the event goods are rejected by the Board of Trustees as not being in accordance with these specifications, a matter in which the Board of Trustees shall be the sole judge, such goods shall be removed by said bidder upon notice, and if required by the Board of Trustees, replaced with new materials which shall be subject to a like inspection and approval by the said Board, or the said Board at it's election may procure the materials from other sources as provided in paragraph six.
12. In accordance with the "MICHIGAN RIGHT TO KNOW LAW" all shipments containing hazardous materials must be accompanied by Material Safety Data Sheets.
13. The equal opportunity clauses in Section 202 of the Executive Order 11246, as amended; 38 USC 2012, Vietnam Era Veteran's Readjustment Assistance Act of 1974; Section 503 of the Rehabilitation Act of 1973; as amended, relative to equal opportunity and implementing rules and regulations of the Secretary of Labor are incorporated herein by specific reference.