



**STATE OF MICHIGAN
Department of Management and Budget
Purchasing Operations**

**Request for Proposal No. 0711 8200301
Department of Information Technology**

Article 1

Article 2, 3, 4, and 5 are in a separate document

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Estimated Timeline:

Key Milestone:	Date:
Issue Date	08/15/2008
Pre-Bid Meeting	08/21/2008
Questions Due (Set 1)	08/27/2008 @ 2 p.m.
Anticipated Addenda Posting	08/29/2008
Questions Due (Set 2)	09/11/2008 @ 2 p.m.
Anticipated Addenda Posting	09/15/2008
Bid Due Date	10/16/2008 @ 2 p.m.
Anticipated Award Date	12/03/2008
State Administrative Board Approval (Subject to Change)	02/03/2009
Anticipated Contract Start Date	02/10/2009

Definitions

24x7x365	Means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Agency Order Agreement (AOA)	An agreement entered into between an Agency and the Contractor for the provision of input/output equipment and/or services pursuant to the terms of the Contract.
APC	"Agency Program Coordinator," meaning the Agency representative responsible for output management facilitation, communication and coordination with Agency leadership and Vendor
Audit Period	See Section 2.110
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Blanket Purchase Order	An alternate term for Contract as used in the States computer system.
Business Critical	Any function identified in any Statement of Work as Business Critical.
Chronic Failure	Defined in any applicable Service Level Agreements.
CPI	"Cost Per Image" meaning the price for each output impression.
CPM	Contract Program Manager– responsible for the implementation and administration of the overall contract.
Days	Means calendar days unless otherwise specified.
Deliverable	Physical goods and/or commodities as required or identified by a Statement of Work
DIT	Michigan Department of Information Technology
DMB	Michigan Department of Management and Budget
ECM	Enterprise Contract Manager – For the Category IV Input and Output devices, the ECM is responsible for managing the contract and establishing product standards leased and purchased under the contract.
EDI	"Electronic Data Interchange," meaning an electronic process for invoicing
Environmentally preferable products	A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those that contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
EPM	"Enterprise Program Manager," Meaning the State of Michigan representative responsible for the management of the MiPRINT program.
Excusable Failure	See Section 2.244.
Hazardous material	Any material defined as hazardous under the latest version of federal Emergency Planning and Community Right-to-Know Act of 1986 (including revisions adopted during the term of the Contract).
Incident	Any interruption in Services.
ITAM	Information Technology Asset Management
ITRAC	The State's web application for requesting and tracking IT commodity purchases.
ITB	A generic term used to describe an Invitation to Bid. The ITB serves as the document for transmitting the RFP to potential bidders
Joint Operations Meeting	A monthly meeting with each individual category Contractor will be held with MDIT personnel to discuss contract(s) issues, service level agreements (SLAs), required reports, and other issues.
Key Personnel	Any Personnel designated in Article 1 as Key Personnel.
MAIN	"Michigan Administrative Information Network"
MFD	"Multi-functional Device," meaning document input/output devices that perform more than one function (copy, print, fax etc.)
MIPRINT	"MiPRINT" meaning the state program designed to address document output workflow evaluation, device recommendation and placement, and full support services.
MIPRINT Steering Committee	The State representatives responsible for strategic direction, policy setting and policy compliance issue review and recommendation to EPM and State Department Executives for resolution.
MMCC	Michigan Master Computing Contract(s)

New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
OAS	MDIT Office Automation Services
OEM	Original Equipment Manufacturer
OUTPUT EVALUATION (OE)	“Output Evaluation,” meaning an analysis performed by Contractor/DIT for an Agency work area to assess workflow and provide input into the device solution recommendation
OUTPUT EVALUATION REPORT (OER)	“Output Evaluation Report,” meaning the output device solution recommendation report provided by Contractor/DIT to an Agency.
OVERAGES	The cost of impressions made in excess of a certain volume.
Ozone-depleting substance	Any substance the Environmental Protection Agency designates in 40 CFR part 82 as: (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or (2) Class II, including, but not limited to, hydro chlorofluorocarbons
PCI	Payment Card Industry (See Section 2.093)
Post-Consumer Waste	Any product generated by a business or consumer which has served its intended end use, and which has been separated or diverted from solid waste for the purpose of recycling into a usable commodity or product, and which does not include post-industrial waste.
Post-Industrial Waste	Industrial by-products that would otherwise go to disposal and wastes generated after completion of a manufacturing process, but do not include internally generated scrap commonly returned to industrial or manufacturing processes.
Recycling	The series of activities by which materials that are no longer useful to the generator are collected, sorted, processed, and converted into raw materials and used in the production of new products. This definition excludes the use of these materials as a fuel substitute or for energy production.
Deleted – Not Applicable	Section is not applicable or included in this RFP. This is used as a placeholder to maintain consistent numbering.
Reuse	Using a product or component of municipal solid waste in its original form more than once.
RFP	Request for Proposal designed to solicit proposals for services
SLA	Service Level Agreement
Services	Any function performed for the benefit of the State.
Source reduction	Any practice that reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment prior to recycling, energy recovery, treatment, or disposal.
SOM	The State of Michigan
SPOC	Single Point of Contact
SSL	Secure Socket Layer - a protocol for transmitting private documents via the Internet . SSL uses a cryptographic system that uses two keys to encrypt data – a public key known to everyone and a private or secret key known only to the recipient of the message.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
Subcontractor	A company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
SUPPLIES	All staples, toner and chemicals, required for operation of a multifunction device excluding paper.
Unauthorized Removal	Contractor’s removal of Key Personnel without the prior written consent of the State.
Waste prevention	Source reduction and reuse, but not recycling.
Waste reduction and Pollution prevention	The practice of minimizing the generation of waste at the source and, when wastes cannot be prevented, utilizing environmentally sound on-site or off-site reuse and recycling. The term includes equipment or technology modifications, process or procedure modifications, product reformulation or redesign, and raw material substitutions. Waste treatment, control, management, and disposal are not considered pollution prevention, per the definitions under Part 143, Waste Minimization, of the Natural Resources and Environmental Protection Act (NREPA), 1994 PA 451, as amended.
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.

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MMCC RFP
1.1 Personal Computers and Peripherals

1.0 GENERAL

1.0.1 PURPOSE

The State of Michigan (State), through the Michigan Department of Management & Budget (MDMB), and the Michigan Department of Information Technology (MDIT), issued this Request for Proposal (RFP) to obtain proposals from qualified firms to procure commodities and limited services. Commodities include PC and peripherals; servers, server components and server infrastructure; software; and input and output device services. The Contractor will provide a procurement solution that offers the State an order-to-delivery solution including an electronic order entry system, electronic approval and a simple end-to-end order tracking capability for all State users. The State intends to issue a single contract for State use for the purchase of its standard desktop and laptops. Additionally, the State may enter into additional contracts for other product purchases and for use by extended purchasing MiDEAL members (city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community or junior college in Michigan).

1.0.2 BACKGROUND

In 1995 the State of Michigan entered into a master contract for end user computing (EUC). The Contract provided hardware, software, training, and services for end user computing and included items such as desktop computers, printers, laptop computers, and training for desktop software applications such as Word, Excel, etc. A single Contract was initiated to replace numerous small Contracts for individual agencies for the same type of items. This concept allowed the State to take advantage of its enterprise buying power and reduce the administrative costs of maintaining numerous contracts. The contract was re-bid in 2003 and EDS is the current Contractor. The contract is due to expire on February 9, 2009.

1.0.3 IN SCOPE

This RFP is intended to create mandatory use contract(s) however, the State reserves the right to purchase commodities and services outside of the contract(s) when it determines that an item's pricing is not competitive. The contract consists of the following products and services:

- PC's and peripherals
- Servers, associated peripherals, and server racking infrastructure
- Software including operating system software
- Input and output managed device services
- Limited integration, installation, and implementation services in support of the commodities purchased through the resulting contract(s).
- Citrix, Filenet, Remedy, Data Recovery, and Data Center Cleaning services

A more detailed description of the commodities, services and deliverables sought by the State is provided in the sections that follow in this RFP. Contractors may bid on individual categories or a combination as specified in Section 1.0.11 Pricing. However, a Contractor choosing to bid on Section 1.2 Servers, Peripherals, and Racking Infrastructure, must have a relationship with all State-identified Original Equipment Manufacturer's (OEM). Please see Section 1.2.5 for list of OEM's. This relationship may be through a prime/subcontractor arrangement. Consideration will be given to those Contractors who are able to show the greatest product range and experience reselling these products.

The procurement process has the following goals and objectives:

- Web-based, self-service purchasing environment that extends product selection and order initiation to MDIT employees and MDIT Clients using a Product Web Catalog.
- Ability to integrate acquisition of products from this contract(s) in to the State's enterprise and legacy systems (MAIN, etc.) as a future goal of the State.
- To acquire reliable and proven products, effective support, timely deliveries, professional customer support services and fair market prices for commodities and support
- A dynamic pricing arrangement that fluctuates with the market trends within State- managed programs. The pricing arrangement should allow the State of Michigan to take advantage of price reductions in a timely manner.

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- Manage information technology acquisitions at an enterprise level in order to reduce direct and hidden costs associated with information technology ownership. Any resulting contract(s) will capture information, provide reports, and incorporate tools to facilitate the management of the enterprise.

1.0.4 OUT OF SCOPE

LAN/Telecommuting equipment and software, End-user Training (Desktop Application *commodity product* training required by the State.) and staff Augmentation as it relates to consultants and specific tool sets not mentioned in this RFP are out of scope.

1.0.5 REQUIREMENTS/DELIVERABLES FOR ALL PRODUCTS

1.0.5.1 PRODUCT WEB CATALOG

Each Contractor is responsible for providing an electronic, web-based catalog (portal). The Contractor and the MDIT Catalog Administrator will mutually agree upon the specific information placed on the Product Web Catalog. Review and approval of the Product Web Catalog will be the responsibility of the MDIT Catalog Administrator. The State must approve all additions, deletions, or changes to the State specified products listed on the Product Web Catalog unless specified differently below. The portal must meet the following requirements:

- 1) The Product Web Catalog must be available via the Internet and accessible on a 24 X 7 X 365 basis.
- 2) The site must use SSL certificates on the Web servers. These should be class 3 Digital ID's issued by Verisign or equivalent.
- 3) The site must be PCI compliant.
- 4) The site should use 1024-bit strength or better encryption in the generation of the public keys web-based catalog available via the Internet. The State will work with the Contractor to determine the requirements for the Product Web Catalog including access levels, views, and appropriate security.
- 5) Complex password methodology is required.
- 6) Provide a single point of online access to the products covered by this contract. Enable users to access a catalog via multiple views based on login describing all items available under the program.
 - a) For the State Agencies (executive branch) catalog view, only approved products meeting the State's standards will be available to most users. Super users will be able to view the entire product catalog.
 - b) At the Judiciary or Legislative (non-executive) branch catalog view, only products appropriate to the contract may be included.
- 7) A user must be able to browse the product catalog and build an order by filling a "shopping cart" with products. For each product, the system will provide a quoted State price in effect at the time the order is created. The portal will provide the following order entry features:
 - a) User can create multiple shopping carts
 - b) Shopping carts will allow for flexible State-defined entry fields for administrative purposes
 - c) Unique cart identifier
 - d) Side-by-side product comparisons when available
 - e) Extensive search capabilities
 - f) Full product catalog per selected view
 - g) View previous shopping carts/orders with the ability to copy a previous shopping cart/order into a new shopping cart/order.
 - h) Shopping carts/orders will be maintained for a minimum period of 90 days.
 - i) Punch-out to OEM supplier catalogs on the Contract to obtain detailed product specifications, FAQ's, problem resolution, etc., and allow for custom configurations and import into the shopping cart when offered by the OEM.
 - j) Where possible, user views of the catalog will include standard accessories and peripheral items that are applicable and compatible with each product approved under the contract.
 - k) Create a proposed order consisting of systems, accessories and other products. (a draft order - "shopping cart" or "eQuote").
 - l) Change, update, copy and delete a proposed order including the individual systems or items of a proposed order.
 - m) Ability to add notes or special instructions
 - n) Allow any authorized user to e-mail a proposed order to any e-mail address.
 - o) Allow any authorized user to import or otherwise insert into their orders a proposed order created by a different user.
 - p) The ability for the State to generate predefined reports from the Web catalog database as needed.

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- q) Allow any authorized user to initiate asset recovery services as described in Appendix 1.0. F Current SOM Asset Recovery Services.
 - r) Allow authorized requestors to change a shopping cart into an order.
 - s) Search, browse, review order status and details – including proposed orders.
 - t) Provide the option for email notification of order confirmation and order status – including:
 - confirmation of order placement on the Website
 - confirmation of acceptance of a valid order - this notification shall include an estimated shipping date(s).
 - notice of shipment of the order – this should include the tracking number of the shipper (FedEx, UPS, etc.)
 - u) E-mail notification shall provide space for multiple e-mail notification addresses
- 8) Approval of all product updates to the catalog is the responsibility of the MDIT Catalog Administrator and the Contractor will handle product updates in the following manner:
- a) Any price decrease changes to products currently in the Product Web Catalog will be updated daily and without prior approval by the MDIT Catalog Administrator.
 - b) Upon notification to the MDIT Catalog Administrator, any products made end of life by a manufacturer and without replacement product will be removed from the catalog by the Contractor. Warranty and maintenance services will not be affected by removal of the product from the catalog.
- 9) The Contractor is responsible for providing, as a minimum, nightly batch processing of catalog changes from manufacturer feeds providing real-time products and pricing updates.
- 10) Contractor, promptly upon commercial announcement of new components that can be technically and economically substituted or added for/to items listed in the current Product Web Catalog, shall offer said items for addition or substitution to the Product Web Catalog. These item(s) may be accepted at the option of the State, provided at least equivalent performance or significantly enhanced performance at no additional cost per unit.

Vendor's response shall include details such as what technology is being proposed (e.g. XML), and examples of processes and/or systems already established and in use for other clients

1.0.5.2 ORDER PROCESS

1.0.5.2.1 ORDER PROCESSING

Upon receipt of an approved order by fax or any other approved means by the State /MiDEAL member, the order process will fully validate the order to make sure that each product is still valid and that each price is correct.

- If the product is valid but the catalog price is lower than the price quoted on the original order, the lower price will be substituted.
- If the catalog price is higher than an active quoted price, the quoted price will be applied to the order.

After the order is validated, the order process will send an acknowledgement to the original requester(s).

1.0.5.2.2 ORDER STATUS

The procurement solution will provide the State with the ability to quickly and easily determine the status of any order at any time. The system will automatically generate email notifications to multiple e-mail addresses when the Contractor accepts a user's order.

The system will automatically generate e-mail notifications to multiple e-mail addresses when a user's order changes status. The e-mails can be generated at multiple points in the process and the Contractor will customize them to meet the needs of the State. The information will also be available to the State through the Website as well.

1.0.5.2.3 ORDER TRACKING

Contractor will provide an order tracking process that allows authorized individuals to quickly and conveniently track orders without having to navigate among multiple systems. It will provide for ongoing automated communication from order entry through the delivery of the product. Each order in the process will be classified as pending, back-ordered and/or shipped. Once an order has been shipped, authorized individuals will be able to click on the order, see the quantity that was shipped and all of the tracking information associated with each line shipped.

For major carriers, authorized individuals can click on the tracking number and the system will punch out to the appropriate carrier's shipment tracking site and display the current tracking information.

Contractor must provide at a minimum:

- Track order status easily on the portal page
- Track requisition status through approval process as a future goal

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- Track orders and promise dates
- Change or cancel orders for designated staff
- View complete order history
- E-mail alerts to keep users informed
- Access complete online returns process

1.0.5.2.4 ORDERING – OFFLINE

The State requires an offline ordering capability. Contractor shall provide paper forms, electronic forms in an ADOBE (.pdf) format, business procedures and phone numbers so that the offered products can be ordered using paper or electronic forms. The State must be able to mail or fax the order form to the Contractor.

For each category, the Contractor must provide a detailed description of how their proposed order process works from the time the Contractor receives the Purchase Order from the State until the commodity/service is delivered to the State. Detail should include sequential steps as well as durations and Contractor resources involved in this delivery.

1.0.5.3 SUBSTITUTIONS

Contractor must offer an equivalent or better substitute at or below the original price, with the State's permission. The offering being substituted must be from the same manufacturer as the product that is discontinued or unavailable.

Substitutions may be made in the following circumstances:

- The equipment is not available because the manufacturer has discontinued its production. This particular part number has been dropped.
- The equipment is not available due to a documented national constraint or backlog experienced throughout the marketplace. This does not simply mean a particular re-seller is having trouble getting a product through its usual distributor.

Contractor must provide the State with written documentation substantiating the need for substitution and that the requirements are met by the product being substituted. The State will review the information submitted and determine in its sole discretion whether substitution is acceptable.

1.0.5.4 DELIVERY

The Contractor must deliver the product(s) as listed on the Product Web Catalog. Unless otherwise specified within an individual order, the following shall be applicable to all orders issued under this Contract.

- (a) SHIPMENT RESPONSIBILITIES - Services performed under this contract shall be delivered "F.O.B. Destination, within Government Premises."
- (b) DELIVERY LOCATIONS - Specific locations will be provided by the State or upon issuance of individual purchase orders.

FOB Destination as used in this RFP: The term FOB destination shall mean delivered and accepted at an inside identified agency destination receiving site and with all charges for transportation and unloading paid by the Contractor. These charges are to be built into the price of each item bid. The Contractor is responsible for moving products inside State Facilities. State Staff will not be available to move products off the trucks.

1.0.5.4.1 STANDARD DELIVERY

The Contractor must deliver the product(s) as listed on the Product Web Catalog within ten (10) business days of receipt of valid Purchase Order (except for servers), unless the Purchase Order specifies a different timeframe for delivery. Elapsed delivery time will be measured from the time an order is accepted by the Contractor to the time product is delivered to the site identified in the purchase order.

The Contractor shall be solely responsible for assuring that deliveries are made to personnel authorized to accept delivery on behalf of the State. Any losses resulting from the Contractor's failure to deliver the product to authorized personnel shall be borne exclusively by the Contractor.

All equipment delivered will be fully configured, bootable and ready to operate.

Contractor shall identify all special packaging, handling, storage and transportation requirements that would impact the safe and secure handling/storage of the deliverable items, including, but not limited to: weight, volume, stacking considerations, temperature, humidity, altitude, shock and vibration parameters.

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Please describe in your bid response how you will handle standard delivery.

1.0.5.4.2 EXPEDITED DELIVERY

The State may submit rush orders via facsimile or any other means to the Contractor up until a 2:00 P.M. Eastern Standard Daylight Time cut-off. The orders will be placed by MDIT Procurement via facsimile or any other means at the sole election of MDIT and delivered either Overnight or Second Day. The State will only pay the difference between Standard shipping and Expedited Shipping. Expedited delivery that occurs as a result of the Contractor's error will be free of charge.

Please describe in your bid response how you will handle expedited delivery.

1.0.5.5 SHIPMENT NOTIFICATION

The Contractor will send e-mail notifications to multiple State e-mail addresses concerning shipment and expected delivery dates. The State will use this information to enable MDIT teams to schedule installation in advance of equipment receipt. E-mail notification will also be used to schedule receiving functions at the State's receiving locations.

1.0.5.6 ACCEPTANCE CRITERIA FOR DELIVERY

1.0.5.6.1 NO INSTALLATION

If no installation is required, products will be considered accepted when delivery of product is made to the specified delivery address AND complete packing slips with applicable serial numbers are provided. Contractor will not invoice for equipment, and invoice payment authorization will not occur, until both of these conditions have been met.

Where direct shipment or delivery of equipment to sites are a requirement of the Purchase Order, the Contractor is responsible to ensure that a copy of the signed receiving documents are forwarded to the correct authorized personnel before payment will be authorized.

Equipment discovered to be defective or failing to conform to the specifications, may be rejected upon initial inspection, or at any later time if the defects contained in the equipment or non-compliance with the specifications was not reasonably ascertainable upon initial inspection.

1.0.5.6.2 INTSTALLATION REQUIRED

If installation is required, the State will accept the equipment when the:

- Network and equipment has operated for fourteen (14) consecutive days with no problems.
- Quality and level of transmission is consistent with the published specifications for the system.
- System documentation including user and system manuals is complete and on file at the State.

1.0.5.7 PACKAGE LABELS AND PACKING SLIPS

1.0.5.7.1 BAR-CODING

The Contractor must provide the following information on the vertical face of packages containing IT assets in a standard bar code format:

- State of Michigan Purchase Order Number
- Model Number(s)
- Serial Number(s)

The data for each field must be in standard print beside/above/below each bar code.

1.0.5.7.2 PACKING SLIP

Contractor shall provide a packing slip for each physical shipment. The packing slip shall display:

- a. Purchaser's Name (Procurement Liaisons name)
- b. Ship to address
- c. Order Date
- d. Shipped from (Vendor) information
- e. Shipping Carriers Name
- f. Carriers Tracking Number
- g. Date Shipped
- h. Total Number of Packages

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- i. State of Michigan Purchase Order (PO) Number (or MiDEAL P.O. as appropriate)
- j. Item / Part Number
- k. Line item description
- l. Quantity ordered
- m. Quantity included in shipment and whether Contractor considers the delivered item to be a partial or full satisfaction of the requirement
- n. Any back order items and date they will be filled
- o. Unit Price
- p. Equipment serial number

1.0.5.8 RFID TAGS

Contractor will ensure that all shipped packages other than Section 1.2 Servers, Peripherals, and Racking Infrastructure, are supplied with a passive RFID tags affixed to the case (shipping and exterior container). For Section 1.2 all servers, standalone (not internal to a server) CD Rom devices, or standalone Optical Storage devices purchased by the State of Michigan must have a passive RFID tag affixed on the unit (the asset itself), including all required information, at no additional charge to the State. Contractor is required to furnish, create and affix the tag on the front of the server before it arrives at the State site. The RFID tag must be clearly visible on a location when the server is racked or shelved in a server racking device.

For all other products, the RFID tag must be an adhesive backed multi use tag able to be removed easily from the packaging to be affixed to the asset by SOM staff when required.

Please describe in your bid response in detail how you will accomplish RFID tagging.

Contractor will ensure that:

- a. the data encoded on each passive RFID tag are unique;
- b. each passive tag is readable at the time of shipment; and
- c. the passive tag is affixed at the appropriate location on the specific level of package or IT asset.

The passive RFID tags are required to be Ultra High Frequency (850 MHz to 950 MHz and 2.4 GHz to 2.5 GHz – UHF) as this offers the longest read ranges and high reading speeds. Passive RFID tags must be EPC Gen 2 protocol compliant and meet ETSI and FCC RF certifications as well as any regional government regulations on radio frequency use.

The data required on the RFID chip for each asset must be in fields in the following order:

Vendor Identifier	SOM Purchase Order Number	SOM Purchase Order Date	Model Number	Serial Number
(Vendor specified)	11 characters	10 characters	(Vendor specified)	(Vendor specified)

Serial Number — uniquely identifies IT assets being deployed to the State. It is the responsibility of the Contractor to ensure that this is a unique number across all shipments to the State. The “serial number” required in the RFID tag does refer to the serial number of the product being shipped.

Tag Placement – the Passive RFID tags must be attached or affixed to the shipping container for each IT asset unless otherwise specified above. The RFID tag may be integrated with the Bar Coded label (RFID-enabled labels), or may be independent (where a separate bar coded label would also be necessary).

- a. All labels and RFID tags should be affixed at a suitable location where there is a minimum risk of damage and highest potential for successful interrogation (RF read or laser scan).
- b. The RFID-enabled label should not be placed over a seam nor should sealing tape or bands be placed over the label in a manner that interferes with the scanning of the label bar codes or reading the transponder data.
- c. The RFID-enabled label should not be placed in a manner that overlaps any other existing RF transponder. There should be at least a 10-cm separation.
- d. If RFID-enabled labels are not used, attach a separate passive RFID tag and a separate bar code label(s). The passive RFID tag should be placed on the identification-marked side and on a vertical face, allowing a minimum of 5 cm from all edges where possible.

Case and Pallet Tagging – Cases (shipping and exterior containers) and pallets (palletized unit loads) of IT assets will be tagged at the point of origin (manufacturer/vendor) with passive RFID tags. For case tagging (where more than one unit is enclosed), the RFID label should be placed on the center of the box allowing a minimum of 5 cm from all edges where possible.

1.0.5.9 RETURN POLICY

The Contractor will provide a hardware return policy that protects the State from any financial obligation and/or costs arising from the delivery of incorrect or wrong and damaged products.

1. All equipment dead on arrivals (DOAs) will be replaced with new equipment and treated as a Second Day Rush order delivery at no additional cost to the State, or at the State's option, the Contractor will repair the equipment per the terms of the equipment warranty if still in warranty status.
2. All Software media dead on arrivals (DOAs) will be replaced with new software and treated as a Second Day Rush order delivery at no additional cost to the State. The Contractor must pay for any return shipping and waive all restocking fees.
3. The Contractor will pay all shipping and handling costs for mistakes made by the vendor or its suppliers. If a mistake has been made by the State, the State will only pay for shipping and handling costs to return the product.
4. Contractor shall refund to the State within 20 business days of receipt of the returned Hardware, the purchase price of the returned Hardware, including shipping costs.
5. No restocking fees will be charged to the State for returns.
6. Products failing to meet the State's P.O. shall be considered non-conforming goods and subject to return to the Contractor for replacement at the State's option, and at the Contractor's expense.
 - a. When a product fails to meet requirements, it must be removed by the Contractor from State premises within ten business days of notification of rejection by State.
 - b. Upon rejection notification, risk of loss of the rejected or non-conforming product shall remain with the Contractor.
 - c. Rejected items not removed by the Contractor within ten business days of notification shall be regarded as abandoned by the Contractor, and the State shall have the right to dispose of the items as its own property.
 - d. Contractor shall promptly reimburse the State for any and all costs and expenses incurred in storage or effecting removal or disposition.
7. **It is the State of Michigan's business practice to write a code on each package it receives at the time of receipt. This will not incur any additional fees or issues if products are returned.**

Please describe in your bid response how you will handle product returns.

1.0.5.10 ASSET MANAGEMENT

The Contractor is responsible to transmit a file that interfaces with the State's asset management system, Information Technology Asset Management (ITAM), and the State Data Center's Configuration Management Data Base process, for asset reporting at no additional cost to the State. See Appendix 1.0.D for ITAM/CMDB interface specifications.

Please describe in your bid response how you will meet this requirement.

1.0.5.11 PRODUCT RECALL NOTIFICATIONS

Contractor must provide prompt notice to the MDIT Catalog Administrator and MMCC Contract Administrator in writing of any product recall within three business days or less.

1.0.5.12 REQUEST TO ADD (RTA) PROCESS

The RTA process is a process by which MDIT is able to submit a request to the Contractor to have hardware, peripherals, software products, input and output management devices and server equipment added to the Contract(s) and/or Product Web Catalog(s).

MDIT is the process owner of the RTA process for these Contracts. All requests will be initially sent or routed to MDIT Catalog Administrator for processing. MDIT evaluates the request and will send those approved RTA requests and associated documentation to the Contractor for quoting. All RTA's, for the executive branch, will be submitted by the MDIT Catalog Administrator.

1. Requests for additions, deletions, exceptions and/or revisions may be generated by the MDIT Catalog Administrator.
2. The State may initiate a request to add a product by providing functional requirements for the product to the Contractor.
3. If the State seeks to add a named product to the catalog, a quote will be requested from Contractor(s) selected to provide services under this RFP.

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4. Contractor(s) must respond within four (4)-business days providing a price quote for submitted request. The State and the Contractor will mutually agree to extend the time for large and/or complex requests. If the price quote or offering is not acceptable to the MDIT Catalog Administrator, the State may purchase outside the Contract.
5. Upon receiving the Contractor's recommendation, the MDIT Catalog Administrator shall make the final decision to purchase. Approval will be to add the product, purchase as a one-time buy or allow the State to purchase outside of the Contract. In the case of a catalog addition, the updated information shall be included in the nightly batch processing of catalog changes.
6. Before any item can be added to the Contract, the product description and current pricing must be provided by the vendor for inclusion in various SOM solutions.
7. Contractor will work with the State to develop a standard grid to be used by the State to analyze the products identified by the Contractor as meeting the desired functionality.
8. The product set will be administered by the Contractor and the MDIT Catalog Administrator. The Product Web Catalog will serve as the contractual listing and representation of those products. Additions, deletions and/or revisions to that product set will require the approval of the MDIT Catalog Administrator.
9. Any new product(s) to be added to the Product Web Catalog that is not a direct replacement of a product currently in the catalog must follow the Request to Add procedure. At a minimum, the Contractor must provide the following information to the MDIT Catalog Administrator:
 - Manufacturer Name
 - Product Name and Description
 - Version (software only)
 - Contractor Part Number
 - Manufacturer Part Number, if different
 - Contractor Cost Basis
 - Markup
 - Contract Price

Please describe in your bid response how you will handle the RTA process.

1.0.5.13 PROCESS FOR OBTAINING QUOTES

Contractor shall provide:

1. A Quote Desk and order process should be located in the United States and available through a toll free number and on-line presence. The State would prefer a Michigan location.
 - Staffed Monday through Friday from 8:00 to 5:00 pm EDT to assist the State with orders for complex products, nonstandard items or user support as needed.
 - Quotes must also be available after normal State Business Hours or on State Holidays in the event the State experiences an emergency situation. A process must be defined for obtaining these by the Contractor.
 - Staffed with Contractor personnel who have experience in providing such service.
2. 80% of the time, quotation requests received by the Contractor before noon should be returned to the State by the end of the next business day and in all cases not to exceed four (4) business days of the submitted request; this SLA will be measured quarterly.
3. All quotes, except quotes for servers and or server components from the major manufacturers, will be valid for a period of twenty (20) business days from the date the quote is received by the State of Michigan.
4. Quotes for servers and server components from the major manufacturers will be valid for a period of sixty (60) business days from the date the quote is received, subject to the following:
 - Quotes will be subject to change if any quoted component becomes unavailable.
 - For any quote request, where the manufacturer requires the State to sign a licensing agreement, the Contractor must furnish the licensing agreement as an attachment to the quote.
 - All requests for quotes will be made by authorized MDIT/MiDEAL personnel.

Please describe in your bid response how you will meet the requirements of the quoting process.

1.0.5.14 ENVIRONMENTAL (GREEN) REQUIREMENTS

1. Contractor must be a participant in the Climate Savers program – www.climatesaverscomputing.org.
2. Contractor shall offer products and services meeting the State's directive for energy efficiency, recycling,

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environmentally-sound disposal and low-toxicity materials. (See Executive Directive 2007-22 at <http://www.michigan.gov/gov/0,1607,7-168-36898-180298--,00.html>)

3. Desktop products shall meet U.S. Environmental Protection Agency Energy Star Program 4.0 and EPEAT Silver specifications. For the Energy Star and EPEAT program product specifications see the Energy Star Website at <http://www.energystar.gov> and www.epeat.net.
4. The State of Michigan requires that the Contractor's products be Energy Star compliant, be so labeled, and the Contractor document the energy savings the State can expect to realize per year, by implementing suggested devices. The devices must also minimize the amount of overhead needed during operation including heating and air conditioning.
5. Power management features shall be activated on all devices, where applicable.
6. Contractor shall identify and offer power-state management tools where the cost of the tools may be recovered within months of their implementation through savings in energy costs.
7. Contractor shall identify and offer a disposal program that ensures maximum value is obtained for old equipment. Such programs may include recycling of the devices through refurbishment, redeploying the equipment in another jurisdiction and/or recycling of parts or materials of the equipment. This program must meet zero landfill requirements and follow State of Michigan program guidelines. See Appendix 1.0.F Current SOM Asset Recycling Services.
8. Contractors must describe their equipment take back/recycling program by addressing each of the following:
 - a. date the program is or will be in operation,
 - b. type of Equipment and/or Peripherals being taken back or proposed to be taken back,
 - c. volume of Equipment being recycled/disposed or proposed,
 - d. certificates of lawful disposal,
 - e. disk storage cleaning,
 - f. take back charges or credits by type of Equipment,
 - g. compliance with state, federal or other regulatory authorities regarding disposal of electronic equipment.
 - h. Guarantee of zero landfill.
9. Contractors must describe their product environmental improvement program in each of the following areas:
 - a. reduction/minimization/avoidance of the use of toxic and hazardous constituents (cadmium, chromium, mercury, and/or lead);
 - b. compliance with international directives such as the European Union's Directive "Restriction of Hazardous Substances", reduction of chlorinated plastics (PVC) and brominated flame retardants;
 - c. certification by independent third party eco-labeling programs (TCO, Blue Angel, and Nordic Swan);
 - i. Contractors must specifically identify each equipment or peripheral model number that has been certified and the type of certification obtained. In addition, Bidders must list the model numbers of units being submitted for certification as well a schedule for any remaining units.
 - ii. Contractors must describe how certified units are labelled and identified as such on the Website.
 - d. the migration to the use of recyclable, non-toxic packaging.
10. Manufacturer should offer a free packaging take back program where the packaging material can be collected/returned to manufacturer or recycler for reuse or recycling at the State's option. As an option, Contractor may propose bulk packaging such as shipping an order in one pallet without individual packaging of equipment.
11. Manufacturers must provide a publicly available written corporate environmental policy consistent with the all aspects of the policy requirements laid out in the ISO 14001 standard.

"ISO 14001" is the conformance standard within the family of ISO 14000 documents developed by the International Organization for Standardization (ISO) in Geneva, Switzerland. Similar in structure to the ISO 9000 quality management system standard, ISO 14001 outlines key requirements companies should comply with in order to operate in an environmentally responsible manner. Utilizing ISO 14001, companies can merge environmental programs into one coherent system to efficiently manage all environmental activities. In short, ISO 14001 provides organizations with a way to demonstrate to their customers that their environmental processes and impact are effectively managed, continually improving, and part of the corporate management system. For more information, please refer to www.iso.org .

Bidders are required to declare whether or not they can meet green requirements, and must demonstrate how they

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will meet the requirements with an Action Plan that includes milestones and explicitly states what they are doing now for other clients to meet the requirements and what they plan to do in the future to meet the requirements.

1.0.5.15 STATEMENT OF WORK PROCESS

Any services listed herein, with the exception of standard Warranty/Maintenance services, will be secured through a separate Statement(s) of Work. See Appendix 1.0.B for the Statement of Work form.

Services purchased from this contract must be related to the installation, integration or implementation of products purchased from this contract and of a temporary nature of six (6) months or less. The expectation is that service costs will be 50% or less of the total project/product cost. Services for data migration and customization are not available under this contract. Both the MMCC Contract Administrator and DMB will approve exceptions.

MDIT Contracts and Procurement Services will issue the completed Statement of Work to the Contractor. The Contractor will develop and propose in writing a solution, including price that shall be valid for 30 business days. The signed proposed solution will be submitted to MDIT Contracts and Procurement Services in ten (10) business days from request, reviewed and, if acceptable, MDIT Contract and Procurement Services will submit it to the MDIT client for signature.

Unless other arrangements have been mutually agreed upon between MDIT and the Contractor, the Contractor shall provide all materials, computer support services and equipment necessary to complete each approved Statement of Work.

1.0.5.16 LEASING

At any point during the term of the contract(s), the State may require a leasing alternative for each of the four categories of commodities. This process will be initiated by the RTA process. The Contractor shall furnish a leasing alternative that addresses the total cost of ownership in acquisition, installation, maintenance, removal and disposal of the leased asset. It is understood that the Contractor will likely engage an external leasing provider(s) approved by the State to provide the financing component of the total cost of ownership lease approach. The State, Contractor, and external leasing provider, shall mutually agree on the term of the lease, residual values, and requirements. The Contractor may be required to furnish both Capital and, if available, Operating Lease alternatives. Operating Lease options will be consistent with GASB standards, the term shall not exceed 75% of the useful life of the equipment, nor shall the present value at the beginning of the lease will not equal or exceed 90% of the purchase price. It is understood that Operating Leases are not available for all products or for all terms of use

1.0.5.17 STATE ADMINISTRATIVE FEE

The Contractor must collect an Administrative Fee on the commodity sales transacted under this Contract. The Contract must remit the Administrative Fee in U.S. dollars within thirty (30) days after the end of the quarterly sales reporting period. The Administrative Fee equals one percent (1%) of the total quarterly commodity sales reported. Contractor must include the Administrative Fee in their prices.

The Contractor must pay the Administrative Fee collected by issuing a check. To ensure the payment is credited properly, the Contractor must identify the check as an "Administrative Fee" and include the applicable State BPO number, report amount(s), and reporting period covered.

Contractor must forward one check payable to Treasurer, State of Michigan, to the following address:

Department of Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut Street
P.O. Box 30681
Lansing, MI 48909

1.0.5.18 MIDEAL PROGRAM FEE

The MiDEAL Program - Michigan Delivering Extended Agreements Locally - extends a wide variety of state contracts to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community or junior college in Michigan.

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1. Contractor must make available all commodities listed in the Product Web Catalog for local government units within Michigan that elect, using MiDEAL, to purchase under this contract. MiDEAL participants will place orders and be billed directly.
2. Contractor will provide the State with an Administrative Fee of 1% of the total quarterly sales transacted under the MiDEAL program, which will be issued quarterly to the State in the form of a check based on transactions during the quarter.
3. The Contractor must remit the Administrative Fee in U.S. dollars within thirty (30) calendar days after the end of the quarterly sales reporting period. See Section 1.0.5.17 State Administrative Fee for remittance instructions.
4. Contractor must include the Administrative Fee in their prices to MiDEAL members.
5. State pricing will be extended to MiDEAL.
6. All purchase orders will be submitted by, and invoices will be billed to, the authorized MiDEAL member on a direct and individual basis.
7. The MiDEAL Portal will be made available at the contract signing.

1.0.5.19 ACCESSIBILITY – COMPLIANCE WITH SECTION 508

The State of Michigan conforms with federal laws and policies relating to the Rehabilitation Act, Section 508 Electronic and Information Technology Accessibility Standards. Section 508 addresses various means of disseminating information, including computers, software, and electronic office equipment.

Contractor warrants that the Hardware offered will meet the State's accessibility standards.

1.0.5.20 AUDITING

Vendors must provide for an audit of the web pricing and invoicing to insure Contract compliance. Contractor will conduct, at its own expense, an annual audit to verify pricing. The auditing firm or independent third party will be selected by mutual agreement between MDIT and the Contractor. The MMCC Contract Administrator will identify the items to be audited. If it is determined that items were charged at more than the agreed pricing, Contractor will refund or issue credit to the State for the overcharges. Contractor will also identify and implement procedures to avoid further overcharges. Bidders shall propose a schedule for such audits and describe how such audits will be conducted.

1.0.5.21 ITRAC

The State has a web application used for reporting and tracking IT commodity purchases. Under the current contract, EDS is able to provide a file that contains the common commodities that are ordered by the State. The State expects that this process to continue with the new contract. The following items are required:

- 1) The file must be a text file with data elements delimited by tab characters.
- 2) Incremental updates must be received daily (Monday-Friday 6 PM EST)
- 3) A full load file must be received weekly (Friday 6 PM EST)
- 4) The file must be transferred to the Data Exchange Gateway using FTP.
- 5) The length of "Description" field cannot exceed 255 characters and must support the addition of a 4-character identification code used to match commonly purchased items. Example: "E01-"
- 6) The catalog file structure or format may be changed as a new design is implemented in the ITRAC system.
- 7) The current data elements are:
 - OPERATION_CODE
 - ITEM_NUMBER
 - MANUFACTURER
 - DESCRIPTION
 - CATEGORY
 - SKU
 - PRICE
 - AGENCY_APPROVED

The State would like to move to a more direct catalog interface such as a web service interface so that ITRAC can access the catalog directly and pull extracts on demand.

Please describe in your bid response how you will meet the requirements of transmitting information to the ITRAC application.

1.0.6.0 CONTRACTOR STAFF, ROLES & RESPONSIBILITIES

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The Contractor is responsible for:

- Providing industry knowledgeable advice in the areas of PC computing, server, software, and management of input and output devices for the Department of Information Technology.
- The Contractor will work with the State to identify emerging technologies as appropriate. The information technology product(s) will be added to the contract through the Request to Add (RTA) process.
- Maintain current contract pricing for all products on the contract on a daily basis within the Product Web Catalog.
- Ensure that the technology and prices are current and competitive. The pricing arrangement should allow the State of Michigan to take advantage of price reductions.
- Monitor and actively resolve issues with delivery dates, quality of products/services, mean time between failure after repairs, billing/invoicing, and other service level agreements.
- The Contractor shall immediately notify the MMCC Contract Administrator when products are constrained or otherwise unavailable so that the MMCC Contract Administrator can work with the Contractor to find an appropriate means to resolve these issues.
- Ensure the product invoicing is correct and based upon State of Michigan current price at the time of the order.
- Contractor shall collect administrative fees as described in Section 1.0.5.17 State Administrative Fee and Section 1.0.5.18 MiDEAL Administrative fee.
- The Contractor shall have sufficient support staff located in Michigan to provide contracted products and services necessary to meet the requirements of this Contract. Key personnel must be available to meet in Lansing, Michigan, on an as needed basis during normal business hours to resolve issues related to services. The State will **not** provide such a site to the Contractor(s). In addition, the State will **not** reimburse for travel or expenses.
- Contractor must provide an after-hours method of contact for emergency or mission critical operations support.
- The Contractor, its subcontractors and subcontracted staff shall comply with all security standards and the security access requirements for individual State facilities.
- The Contractor shall maintain an electronic inventory of hardware and software purchased off this Contract. The data is the property of the State and will be available to the State upon request or termination/expiration of the Contract. The following is the minimum data required:
 - State Purchase Order Number
 - Ship to Data (from the Purchase Order)
 - Bill to Data (from the Purchase Order)
 - Item Description (include make, model, type and version)
 - Serial Number
 - Order Date
 - Date Shipped
 - State of Michigan (SOM) price
 - Agency the Order was placed for
- The Contractor shall have a process in place with the manufacturers whereby the State can directly contact the OEM's so that the State may uniquely configure hardware, obtain technical or warranty support, obtain technical guidance or expertise, and obtain information for the basis of the quotes as defined in Section 1.0.5.13 QUOTES in this document.
- **Technical Support**
The Contractor shall have a process in place where the State and MiDEAL authorized personnel can obtain technical support for all products and services on this contract. (example: toll free technical support lines). Traditionally these companies offer specific telephone support services to companies that purchase hardware and software. These services will usually involve technical support questions about a specific configuration requirement or technical support that will be in place that will assist in the support of the hardware and software purchased from this contract.

The State has identified the following as **Key Personnel** for this project:

- Single Point of Contact (SPOC)
- Contract Program Manager (CPM)
- **Single Point of Contact (SPOC)**

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The Contractor will identify a SPOC for MDIT/MiDEAL authorized personnel to call to obtain order and delivery statuses and to resolve issues (such as configurations, price, returns, inquiries, delivery status questions, etc.), billing/invoicing issues, warranty work, technical advice and remedial maintenance.

Access to the SPOC will be provided through a toll free line to the State and MiDEAL Members. This SPOC will be available after business hours for warranty and maintenance agreements requiring after business hour support up to 24x7x365 coverage.

The State reserves the right to require a change in the current SPOC if the assigned SPOC is not, in the opinion of the State, adequately serving the needs of the State.

The SPOC is considered Key Personnel to the Contract and must have a minimum of 3 years of experience in supporting activities related to this position. The SPOC qualifications should include supporting and/or managing computing; developing and implementing procedures for problem identification reporting, tracking and resolution pertaining to orders, product delivery and warranty services as defined in this document.

The Contractor must submit the resume of the person proposed for this position.

- **Contract Program Manager (CPM)**

For each resulting contract, designate a **Contract Program Manager (CPM)** to oversee all aspects of the contract including the management of all vendor personnel. The Contract Program Manager is considered to be Key Personnel to the Contract and must have a minimum of 3 years of experience in contract/project management similar to a contract of this size and scope and also be capable of addressing the State's diverse needs. Other desirable qualifications include supporting and/or managing computing; and developing and implementing procedures for problem identification reporting, tracking and resolution pertaining to orders, product delivery and warranty services as defined in this document. The CPM will work closely with the designated personnel from the State. The CPM will coordinate all of the activities of the Contractor personnel assigned to the project and create all reports required by State. The CPM to oversee all aspects of the statewide contract for the commodity awarded, including the management of all customer representatives and personnel identified in Contractor's proposal. The CPM's responsibilities include, at a minimum:

- Manage Contractor's subcontractors
- Develop the initial project plan and schedule, and update as needed for the contract implementation and administration of the contract.
- Serve as the point person for all project issues
- Coordinate and oversee the day-to-day activities of the contract team
- Assess and report project feedback and status
- Escalate issues, risks, and other concerns
- Review all deliverables and provide feedback
- Proactively propose/suggest options and alternatives for consideration
- Utilize change control procedures
- Prepare documents and materials

The Contractor must submit the resume of the person proposed for this position.

- **Organizational Chart**

The Contractor will provide, and update when changed, an organizational chart indicating lines of authority for personnel involved in performance of this Contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work.

Contractors must include an organization chart and a thorough narrative describing how the Contract will be supported from senior management down to field technicians including the use of any wholly owned subsidiaries or subcontractors.

1.0.7.0 ROLES & RESPONSIBILITIES OF THE STATE

State shall assign a MMCC Contract Administrator or designee as a single point of contact for all communications. The MMCC Contract Administrator or designee shall:

- Serve as the Point of Contact between the Contract Program Manager and all other individuals participating in this contract.

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- With the Contract Program Manager, administer Project Change Control in accordance with the Agreement and this SOW.
- Chair the monthly Joint Operations Meeting with key Contractor(s) staff.
- Obtain and provide information, data, decisions and approvals as it relates to the implementation of MMCC.
- Be responsible for SOM issue management
- Provide subject matter experts as needed to achieve goals and schedules.
- Review and approve MMCC Product Web Catalog(s) price increases and new product lines.
- Review and approve Contract(s) product and support offerings including service levels, delivery times, performance metrics, cost basis and price.
- Identify points of contact and advocates for MDIT clients.

1.0.8.0 PROJECT AND IMPLEMENTATION PLAN

The objective of this task is to establish a framework for project communications, reporting, procedural and contractual activity. The Contractor shall provide sufficient staff that shall have explicit responsibility for the administration of this Contract(s) along with responsibility for planning all Contract transition start up activities, day-to-day Contract processes, and the subsequent transitional activities at the end of this Contract.

Deliverable, due five (5)-business days after Contract execution, includes the following work products:

- Contract goals and objectives of Transition plan.
- Responsibility matrix
- Communication Plan
- Assemble and define team to define web catalog requirements
- Draft Risk assessment and mitigation plan

Deliverable, due 20 business days after contract execution, includes the following work products (The State will assist the Contractor on these products):

- Detailed work plan
- Resource Requirements
- Risk assessment and mitigation plan
- Present design for the web catalog

1.0.8.1 Contract Implementation

The project plan to implement the contract(s) should include, at the minimum, the following tasks:

- Communication Plan for Transition for State and Contractor
 - MDIT
 - Contractor
 - MiDEAL Partners
- Define Resource requirements for transition for State and Contractor
 - Subject Matter Experts
 - Project Transition Team
- Single Point of Contact (SPOC) requirements
 - Coverage requirements
 - IVR Specifications for SPOC
 - Communication requirements for SPOC
- Web Catalog Requirements
 - Web Catalog Security
 - Web Catalog Views
 - Web Catalog Design (Customization will follow State of Michigan Web Standards for “look and feel”).
 - Testing Plan
 - Implementation Plan - Load Data into MMCC Product Web Catalog
 - Training
- Procurement Processes
 - Order Approval
 - Order Status
 - Order Processing
 - Return Processes
 - Invoice Process
- Define Request to Add (RTA) process

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- Define Quoting Process
- Define Statement of Work Process
- Define Reporting Requirements
- Service Level Agreements (SLA)
- Define Escalation Process for Service/warranty issues and Contract issues
- Define Delivery Process (Standard and Expedited)
 - Locations
 - Procedures
- Define Packaging Requirements
 - Hardware
 - Software
- Define Joint Operations Meeting(s)
- Define process for OEM Server Configuration and Technical Support Assistance (1-800 numbers and process for technical Support from OEM's).
- Define process for Security Background Checks of Contractor staff.
- Define Training Requirements
 - Web Catalog
 - SPOC
 - Procurement Process Changes
- Schedule Project Meetings

1.0.8.2 Steady State (Day to Day Administration) Plan

Upon contract signing, the Contractor would be required to provide a “Steady State” project plan for administering the contract on a day to day basis. Bidders are not required to respond to this item.

- Communication Plan
 - MDIT
 - Contractor
 - MiDEAL Partners
- Define Resource requirements for on-going administration
 - Subject Matter Experts
 - Contract Administration Team
- Web Catalog Maintenance
 - Web Catalog Security
 - Web Catalog Views
- Reporting Process
- Management of Service Level Agreements (SLA)
- Contract Quality Control Process
- Contract Change Control Process
- Pricing Review Process
- Schedule Project Meetings

1.0.8.3 Continuous Improvement Plans

1.0.8.3.1 Updates and Reviews

The Contractor shall promptly update all written plans, procedures, web catalog and schedules to reflect changes to the Contract. In addition, at least four times each year at the Joint Operations meeting during the term of the Contract, senior representatives of the Contractor shall meet with the Purchasing Operations, MMCC Contract Administrator and other representatives of the State, to review changes implemented during the previous quarter and discuss possible changes to be implemented during the coming quarter. At such meetings, the Contractor should present recommendations to the State on the direction of MMCC that the Contractor believes would significantly reduce costs, improve service or enhance operability or reliability.

1.0.8.3.2 Customer Satisfaction Survey

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At least once every twelve (12) months during the term of the Contract, the Contractor shall conduct a Customer Satisfaction Survey. The survey shall include selected representatives associated with the day-to-day activities from State of Michigan Agencies and key senior management. The MMCC Contract Administrator will determine the final list of participants. The Contract Program Manager will work with the MMCC Contract Administrator to determine the appropriate timing for future surveys.

The results of the Annual Customer Satisfaction Survey will be used to improve the overall performance of the Contract. An action plan will be jointly developed and approved within forty (40) business days after the results of the survey have been provided to the MMCC Contract Administrator and the Contract Program Manager.

1.0.8.3.3 New Project Initiatives

The State and Contractor agree that from time-to-time it will be necessary to take corrective action or implement process improvement, both proactively and reactively, to improve the delivery and quality of Service to the State or to meet the changing business needs of the Contractor. These corrective actions and/or process improvements may be in response to the availability of new and emerging technologies, issues arising from the normal, ongoing delivery of services under the Contract, action plans as a result of the annual Customer Satisfaction Survey, or fundamental changes in how the State delivers its services.

1.0.8.4. Transition Plan At The End Of The Contract

In connection with the normal expiration of this Contract on the Expiration Date or termination as defined under Article 2 of the Contract, the Contractor will comply with the State's reasonable requests to cause the orderly transition and migration from the Contractor to the State (or to a third party services provider undertaking, on behalf of the State, to provide the Services (the "Third Party Provider")) of all Services then being performed by the Contractor (the "Transition"). The Transition will be provided for a reasonable period of time, which in no event will exceed six months. The State will cooperate in good faith with the Contractor in connection with the Contractor's obligations under Article 2, Section 2.170 Transition Responsibilities in the Terms and Conditions and will perform its obligations under the Transition Plan described below. If the Transition extends beyond the date of expiration of this Contract, the provisions of this Contract will remain in effect for the duration of the Transition and will apply to all transition assistance services provided by the Contractor during such period (subject to subsection (iii) below)). The Contractor will perform the following obligations (and such other obligations as may be contained in the Transition Plan) at the State's expense, unless otherwise stated below or in the Transition Plan. The State acknowledges and agrees that the Contractor will have no obligation to provide any form of Transition if the State at any time defaults in its payment obligations to the Contractor.

Transition Plan: The Contractor will work together with the State and/or a Third Party Provider to develop a transition plan (the "Transition Plan") setting forth the respective tasks to be accomplished by each Party in connection with the Transition and a schedule pursuant to which such tasks are to be completed. The Contractor will also participate in the execution of the Transition Plan by performing tasks mutually agreed upon in the development of the Transition Plan. The Contractor will provide copies of standard reports, provider and subcontractor lists, and catalog data to assist in the development and execution of the Transition Plan.

Knowledgeable Personnel: The Contractor will make available to the State or the Third Party Provider knowledgeable personnel familiar with the operational processes and procedures used to develop products and services to the State. The Contractor personnel will work with the State or third party to help develop a mutually agreeable transition plan, work to transition the process of ordering, shipping, and invoicing equipment and services to the State.

Single Point of Contact: The Contractor will maintain a Single Point of Contact (SPOC) for the State after termination of the contract until all product and service obligations have expired.

Payment: If the Transition provided by the Contractor in the Terms and Conditions requires additional personnel or other resources in excess of those resources needed to deliver services to the State, the State under this Agreement will pay the Contractor for such additional resources using appropriate classifications and rates listed in the Product Web Catalog. Notwithstanding anything to the contrary in this Agreement, all charges to be paid by the State to the Contractor during the Transition will be paid on a monthly basis.

1.0.8.5 ESCALATION PROCESS

The Contractor must have a management support plan that provides for the orderly escalation of Contract related issues to the next highest level of support, including third party hardware and software resources as deemed necessary to resolve an issue. As a part of the problem escalation process, the Contractor shall have a written

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procedure to notify the State at regular intervals of the progress made in tracking and resolving issues. The State and the Contractor will define and improve the escalation process and the escalation metrics.

Please describe your company's procedures for addressing and resolving customer problems and complaints—service, equipment or billing—including timelines and escalation measures.

1.0.9 REPORTS

Contractor shall publish the following reports on the Product Web Catalog, or make available as identified below, and update according to the frequencies listed below:

1.0.9.1 DAILY REPORTS

1.0.9.1.1 Shipping Report

The OEM must provide a daily shipping report that details the following information on an individual PO basis.

- SOM PO Number
- Vendor PO Number, if applicable
- Manufacturer Order Number
- SOM Image Code
- Order Date
- Shipped Date
- Shipped to Contact Name, if applicable
- Shipped To Address
- Shipped To City
- Shipped To Zip Code
- Serial Number
- Model Number
- Warranty End Date
- Shipping Method
- Carrier
- Carrier Tracking Number
- Expected Delivery Date

1.0.9.2 MONTHLY REPORTS

1.0.9.2.1 Monthly Contract Updates on Prices/Products

Contractor will provide a monthly Contract update to the State as prices and products change. Any update will state changes (product additions/deletions, State price decreases, manufacturer's part numbers changes, etc.) that have occurred since the last monthly contract update and must include the following items:

- Publisher or Manufacturer's part number, description, State price, type of change, and explanation.
- Manufacturer/Contractor web address for more detailed product information,
- Price for added products

1.0.9.2.2 Support Services Purchase Order Status Report

The Support Services Purchase Order Status Report will help MMCC Contract Administrators monitor progress of projects and make timely changes if necessary. It shall include the Purchase Order number, project name, proposal number, start date, end date, support specialist's name, number of hours, number of hours worked, number of hours remaining, total amount, amount used, and amount remaining.

1.0.9.2.3 Previous Month Shipment Report

Each Contractor will provide an electronic excel spreadsheet containing the following information for each item acquired and shipped to the State of Michigan during the preceding month. The spreadsheet in Excel format should contain the following information:

- SOM PO Number
- Vendor PO Number, if applicable
- Manufacturer (example: Dell, HP, APC).
- Manufacturer Order Number
- Product description
- SOM Image Code

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- Order Date
- Ordered by Name
- Shipped Date
- Shipped to Contact Name, if applicable
- Shipped To Address
- Shipped To City
- Shipped To Zip Code
- Agency equipment purchased for information
- Hardware information
 - Serial Number
 - Model Number
 - Warranty Option Purchased
 - Extended Warranty Purchased
 - Warranty End Date
- Software product ordered
- Shipping Method
- Carrier
- Carrier Tracking Number
- Expected Delivery Date
- Agency equipment purchased for information
- Project Name (ie, BAM Project, Bridges Project etc).

1.0.9.3 QUARTERLY REPORTS

Contractor will report, within ten (10) days of the end of each quarter to MDIT, all purchases made from its contract. At a minimum, the report shall include:

- PO Number
- PO Date
- manufacturer item number,
- manufacturer name,
- product description,
- version number,
- License numbers,
- State unit price,
- Quantity
- Total Price per PO

1.0.9.4 AD-HOC REPORTS

Contractor will provide an easy to use query tool to generate electronic reports. These reports will be available on demand and free of charge to the State. At a minimum, the below fields must be included in the reports, the State will provide the report format.

- Customer Name,
- Customer Number,
- Customer PO #,
- License number,
- Order #,
- Reseller Item #,
- Manufacturer Item #,
- Product Description,
- Serial Number
- Manufacturer,
- Quantity Ordered,
- Unit Price,
- Extended Price,
- Date Ordered,
- Date of Invoice,
- Ship Date,

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- Quantity Shipped,
- Product Type,
- Platform,
- Language,
- Program Name,
- Ship To: Name, Address Line 1, Address Line 2, City, State, Zip Code

1.0.10 SERVICE LEVEL AGREEMENT

Contractor's services during the term of the contract shall be measured using the following metrics:

- a. Response Time - The Contractor shall respond to all communications not later than the next business day.
- b. Quotes received before noon, will be turned around 80% of the time within the next business day and in all cases should not exceed four (4) business days of the submitted request; this SLA will be measured quarterly.
- c. All orders placed to the vendor shall have a 100% Fill Rate,
- d. Report Timeliness and Completeness (% in 5 days of due date) – 100%
- e. Invoice timeliness (% within 5 days of agreed invoice receipt date) – 100%
- f. Delivery of product within contracted time frame after receipt of order 95% of time.
- g. Delivery of rush orders within the contracted time frame after receipt of the order 98% of the time.
- h. Task Proposal response required within 10 business days after receipt of the Statement of Work at least 95% of the time.
- i. Overall Customer Satisfaction – An annual survey of users will be conducted by the Contractor to determine the level of customer service satisfaction experienced with the Contractor. The survey tool to be used shall be agreed upon by Contractor and the State. Both the raw and analyzed survey results will be provided to the State. The following includes some of the areas to be measured on the survey:
 - Responsiveness
 - Communication
 - Courtesy
 - Competence
 - Effectiveness
 - Overall Satisfaction

1.0.11 PRICING

The Vendor may bid on any and all categories. Vendors who wish to bid on single/multiple categories must price out each category individually (stand alone). In addition, there may be Contractors who can provide the State an additional discount by having the State evaluate their entire proposal as a package. (See category arrangements below.) Vendors may indicate the additional discount in the Discount Percentage Cost Models (Categories 1.1, 1.2, and 1.4 as well as Software Total Tab for Category 1.3) by indicating the additional percent off by manufacturer in each category proposed. See Cost model. For additional discount purposes mentioned above, the State will only consider the following arrangements:

1. Categories 1.1 and 1.3
2. Categories 1.2 and 1.3
3. Categories 1.1, 1.2, and 1.3
4. All Categories: 1.1, 1.2, 1.3, and 1.4

The State will not consider any other deviations from the discount category arrangements mentioned above.

Mark-up for products contained within the Product Web Catalog will be based upon a standard mark-up per manufacturer. Mark-up percentages by manufacturer must be offered on all similar products by that manufacturer. Initial manufacturer mark-up recommendations will be submitted by the Contractor and approved by the MMCC Contract Administrator. The MMCC Contract Administrator must approve any exceptions to standard manufacturer mark-up. The Contractor will maintain a listing of all approved manufacturer mark-up for reference and audit purposes and provide to the MMCC Contract Administrator monthly.

Cost tables must be complete and thorough. Quoted prices should be the Vendor's best possible offering to the State. Prices must be inclusive. Any hidden costs, limiters or qualifiers associated with a price may result in bidder disqualification. Bundled prices should be clearly identified so the evaluators have a clear understanding of what is and is not included in the price.

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Bidders must comply with the State's Cost model. If a bidder would like to propose an alternative pricing discount as an OPTION, they may include that information as an attachment to the Cost Model using ONLY the following dollar thresholds.

Discount Option A	\$0 - \$50,000 (this is the percentage discount in the State's Cost model).
Discount Option B	\$50,001 - \$250,000
Discount Option C	\$250,001 - \$750,000
Discount Option D	Greater than \$750,000

To be awarded a Category, the Vendor must be able to fulfill all requirements listed for that Category.

Contractor must provide Fixed Hourly Labor Category Rates – fully loaded hourly rates that include all direct and indirect costs and profit for the Contractor to perform services required under the Contract or a Statement of Work issued under the Contract. The indirect costs shall include all costs that would normally be considered general and administrative costs and/or routine travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to services required.

Contractors must inform and assist the State, as necessary, at no charge, to take advantage of special offers, promotions, bundles or rebate programs that are offered by manufacturers or the Contractor.

The Contractor must offer all upgrade offers from the manufacturer to the State as well as competitive upgrade offers. The Contractor must also make available documentation for all products, as well as media, and manufacturer subscription or support.

If there are any price reductions during the term of the contract, the State shall pay the reduced price for any hardware or software ordered after the reduction takes place.

If there are pricing increases during the term of the contract, the State shall be provided justification from the Contractor, in writing, before the increases will be accepted by the State.

The State reserves the right to re-negotiate pricing at any time during the term of the contract.

State offices are dispersed geographically throughout Michigan. Vendors must identify their ability to provide warranty and/or maintenance services at State locations. Identify teaming arrangements and/or subcontractor agreements to verify that the relationships exist or can be established at time of award.

Vendors must include a map or other documentation that indicates by state and county within Michigan the number and type of sales, support personnel or other resources that are employed to service purchase orders and/or equipment.

If subcontractor(s) are proposed, Vendors must describe what products or services they will provide, how they are certified, how they are contractually bound to the Contract's terms and conditions (plus any amendments) and how their sales will be accurately tracked and reported.

Future Benefits

Contractor shall pass on to the State any more favourable terms, conditions and pricing that are driven by market conditions or technological advancement, when such favourable terms, conditions and pricing are based upon executed contracts with other states or other large users of equivalent systems, components or services.

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1.1 Personal Computers and Peripherals

1.1 PERSONAL COMPUTERS AND PERIPHERALS

1.1.1 PURPOSE

The purpose of this section of the RFP is to obtain proposals to provide certain personal computer (PC) hardware; peripherals, and related PC support services. The Contractor will provide these products and selected support to MDIT, which in turn will offer these products and/or services to all State departments and agencies within the executive branch. Departments and agencies within the legislative and judicial branches of the State will have the option of procuring under the Contract.

Goals are to continue to:

- Reduce the cost of IT equipment by consolidating requirements
- Leverage buying power.
- Standardize on a limited number of configurations within a category.
- Enhance and streamline the way the State does business.

1.1.2 BACKGROUND

The State of Michigan currently has over 55,000 PCs within its infrastructure. In many cases the State has standardized on a four (4)-year refresh rate for desktop hardware. The State has purchased a significant number of PCs in the last 4 years from the current MMCC Contract. The State has acquired over \$41,000,000 in PC hardware from that contract over the last three years.

Desktop models currently supported throughout the State are:

Dell OptiPlex desktops - GX240, GX260, GX270, GX280, GX620, GX745, GX755
Dell Precision 330, 340, 350, 360, 370, 380, 450, 470, 490, 530, 650, 670, 690

Laptop Models currently supported throughout the State are:

Dell Latitude Laptops – All D series
Panasonic Toughbook – CF-29; CF-51; CF-72 (Intel P4 Only); CF-73; CF-91

1.1.3 IN SCOPE

The scope of this section is for:

- Procurement of PC's and peripherals.
- Limited integration, installation, and implementation services in support of the commodities purchased through the resulting contract(s).
- A recycle/disposal program that includes PC hardware and peripherals.

Contractors must provide warranty and maintenance services on ALL equipment that is offered and purchased through the resulting contracts. Warranty and Maintenance purchased prior to the effective date of this Contract will remain with the prior Contractor. Only new services will be purchased through this Contract. Delivery, support, warranty and maintenance may be provided by the contract awardees using subcontractors. The Contractor will be responsible for the timeliness and quality of all services provided by individual subcontractors.

The State currently owns all equipment and installs the majority of the personal computers it procures through the MMCC contract. The support services that the State requests are, and would be, for large installation / upgrade projects that would over-extend State staff or where project time frames are shortened.

The Contractor will deliver to location(s) requested by the State. An estimated 90% of the delivery is to the Lansing, Michigan area.

1.1.4 OUT OF SCOPE

The procurement of output management services for digital copiers, faxes, scanners, printers, and multi-functional office devices is out of scope for this section. The procurement of printers, servers, mainframes and telecommunication related software and hardware are also out of scope for this section.

1.1.5 REQUIREMENTS/DELIVERABLES

1.1.5.1 PERSONAL COMPUTER MODELS

MDIT identifies standard specifications for desktop and laptop systems bundles/solutions. The solutions will be based upon configurations recommended by the Contractor and reviewed and approved by the MDIT Catalog Administrator. Specific configurations and pricing will be negotiated by the Contractor and the MDIT Catalog Administrator.

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The intent is to have solutions in place for a minimum of three months with a maximum of 3 configuration changes per year. With improving technology, it is the State's goal to increase the length of the configuration life to six to nine months with a maximum of two configuration changes per year. However, the model changes are based on market changes. The specifications in the PC Cost Model are to be considered point-in-time specifications and are to be used as a guide to evaluate responses. The following requirements must be met:

- (1) The recommendations (configuration, cost basis and price) will be submitted by the Contractor at least quarterly to the MDIT Catalog Administrator.
- (2) The Contractor may specify other brand(s) of hardware peripherals and include those in the Cost Model. The hardware will be added to the Product Web Catalog after approval from the MDIT Catalog Administrator.
- (3) Equipment that has not yet entered the production phase of the manufacturer may not be included in the Product Web Catalog.
- (4) The equipment must include associated hardware and operating system software that will allow the operation of the product as a stand-alone unit, a networked unit in a local area network (LAN), a networked unit in a wide area network (WAN), wireless applications or any combination of the four.
- (5) Contractor must furnish and price the following desktop products meeting, at a minimum, the specifications provided in the PC Cost Model:
 - a. Desktop/Tower business class¹
 - b. Desktop/ Tower technical class²
 - c. CAD/GIS Workstation³
- (6) Contractor must furnish and price the following laptop products meeting, at a minimum, the specifications provided in the PC Cost Model:
 - a. Laptops with four year warranty
 - i. Business Class⁴
 - ii. Mobile Worker Class⁵
 - iii. Semi-ruggedized⁶
 - b. Touchscreen laptops with four year warranty
 - i. Semi-ruggedized
 - ii. Military specification ruggedized⁷
- (7) **State of Michigan Non-Standard Products** - In addition to the desktop and laptop models listed above, the selected Contractor will be required to furnish the complete product line of PCs bid. The product line(s) will be available to MiDEAL purchasers.

¹ Business Class Workstation (desktop or tower chassis): Designed for general office end-user, balancing cost with performance.

² Technical Class Workstation (desktop or tower chassis): Designed for application developer or for end-user using intensive applications.

³ CAD/GIS Workstation (tower chassis): Designed for intensive graphics application usage and development as required in Computer Assisted Design (CAD) and Geographic Information Systems (GIS). Workstations must be certified to support Bentley Micro station.

⁴ Definition - Business-class Laptop: Designed for balanced performance and portability. Weight shall not to exceed 4.9 pounds. Screen size not to exceed 14.2 inches.

⁵ Definition - Mobile-worker Laptop: Designed to function as a full desktop replacement. Weight shall not to exceed 6.5 pounds. Screen size shall not to exceed 15.5 inches.

⁶ Definition for Semi-rugged laptop: Semi-rugged laptop shall have a shock-mounted hard drive with rubberized & strengthened hard drive casing, to meet MIL-STD 810F. In addition, it shall have a shock-mounted LCD screen, outdoor-viewable rated at 500 nit minimum and a dust & spill-resistant keyboard & port covers.

⁷ Definition for Fully Rugged laptop: All parts and features designed to operate and meet MIL-STD 810F

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1.1 Personal Computers and Peripherals

- (8) Contractor will work with the State to identify emerging technologies. The Contractor shall offer items or systems of hardware where such items or systems represent advancement in the state-of-the-art or performance enhancements. If the State determines it to be to its advantage, those items or systems may be incorporated in this Contract.
- (9) As part of on-going product refresh, Contractor will provide new product models of equivalent or superior function relevant to end of life models. Contractor must inform MDIT Catalog Administrator of any product refresh in advance. MDIT Catalog Administrator has final authority to approve the configuration and pricing of product before being added to the contract/catalog.

1.1.5.2 MONITORS

Desktop products must be bundled with no monitor or a 19" flat panel monitor. Additionally, Vendors must provide costs for individual monitors, as requested in the Cost Model. The monitor's bid must meet or exceed the specifications listed within PC Cost Model. The State reserves the right to change the monitor technology as the market changes.

1.1.5.3 PERIPHERALS

"Peripherals" include but are not limited to storage, keyboards, uninterruptible power supplies (UPS) and accessories. Adaptive/Assistive technology devices are included. Peripherals are manufacturer dependent and too numerous to list on the cost model.

Contractor must furnish, on the Product Web Catalog, peripherals to support the desktop and laptop manufacturer models that are bid and any models offered during the life of any resulting contract. Contractor must provide markup level prices similar to those quoted on the cost model on all products within a manufacturing line.

The initial and ongoing list of peripherals included in the Product Web Catalog will be agreed upon by the Contractor and the MDIT Catalog Administrator such as optical drives, mice, keyboards, multi-media projectors, memory, modems, speakers, hard drives, and mobile computing devices such as PDA's.

Specialized Technical Equipment - Any specialized technical equipment that interacts/interfaces with the State of Michigan's information technology environment (CAD equipment, digital cameras, LCD projectors, GPS receivers, etc.) must meet standards established by MDIT. Before any item can be added to the catalog, it must be approved by the MDIT Catalog Administrator.

1.1.5.4 KIOSK EQUIPMENT

The Vendor will be required to acquire kiosk equipment and should describe its ability to acquire kiosk equipment. Kiosk equipment currently acquired by the State is listed in Appendix 1.1.B Kiosk Equipment.

1.1.5.5 PC ASSET TAGGING

The Contractor must tag each PC and Laptop delivered to the State with the following information:

Michigan Dept. of Information Technology	
Bar Code	"Service Tag"
Service Tag #	Serial Number
Model #	Model No. per manufacturer
Client Service Center # (517) 241-9700	
Toll Free #	(800) 968-2644
Warranty End Date	07/10/2009

Note: Service Tag # = Serial Number
Model = Model number per manufacturer.
Phone Numbers furnished by MDIT and constant on all tags.

1.1.5.6 LOADING OF STATE HARD DRIVE IMAGE

Contractor or their original equipment manufacturer (OEM) must load images to any requested system hard drive during the build process. The State will not accept delivery where hardware shipped by the Contractor does not contain a valid MDIT approved image. Contractor must provide the following services:

- Receive, install and manage State-supplied images
- Provide technical resources to support MDIT, test, identify and resolve problems.
- Install this image on the Vendor's hardware system at the time of the build

1.1 Personal Computers and Peripherals

Contractor shall furnish a Windows image management device drivers and utilities disk. This disk (or series of disks) should include all device drivers and utilities necessary to complete a plug and play installation of the selected operating system by State technical support staff.

System Imaging

The Contractor or its OEM will provide a mechanism for the factory installation of pre-designed images. The MDIT Office of Automation Service (OAS) will be **solely** responsible for the design of images loaded on systems by manufacturer. These images will be created and maintained by OAS and uploaded to manufacturer. These images shall not be changed or altered in any fashion except in instances of OAS approval.

- a. Twenty four (24) hr turnaround on initial image project creation.
- b. File Upload account for transferring of images.
- c. Three (3) business day turnaround of image verification (i.e image upload/download for verification)

1.1.5.7 EVALUATIONS UNITS

The Contractor must supply evaluation units as new models become available that may necessitate a change in the SOM image. If requested an evaluation unit must be delivered to OAS, without initial cost, for analysis and image adjustment. Evaluation time frame should not exceed sixty (60) days. OAS will return or take an option to purchase the device at the end of the evaluation period.

1.1.5.8 REQUIRED NOTIFICATIONS

Chipset changes - 48 hr notice to SOM when a change is decided.

End of Life (EOL) - 48 hrs notice when EOL for a particular model(s) is decided.

1.1.5.9 INSTALLATION AND OTHER SERVICES

The State retains the option to purchase Installation, Implementation, and Integration service on an hourly basis or a fixed price. Fully loaded rates/fixed price must be provided in the Cost Model. The Contractor must be able to provide these services that will be detailed in a Statement of Work.

Desktop Installation - Desktop Installation capabilities will be divided into the following parts; MDIT may request any portion to be performed by the Contractor.

- Staging / Preparation Hardware
 - Unpack system
 - Save files from old systems by copying to server or media
 - De-install old system
 - Remove hard drive for destruction if going to salvage or surplus
 - Pack old system for shipment to Depot/surplus/salvage
- Site Installations
 - Install system unit
 - Connect to network
 - Test network connection
 - Test printer connection
 - Test software

Desktop Personnel Descriptions - The Contractor must describe its ability to provide the following levels of support and will include hourly rate information.

1.1.5.9.1 Senior PC Support Technician

Staff must have two to three years experience as a junior technician and possess A+ certifications for PC hardware repairs and/or a recognized industry-level software certification.

The following are examples of tasks to be performed by a Senior PC Technician:

- Troubleshoots both hardware and software problems
- Connects PC to network and tests connectivity
- Loads or moves software upgrades
- Integrates peripherals to system

1.1.5.9.2 Junior PC Support Technician

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Staff must have one to two years experience repairing and troubleshooting personal computers and possess the skills for PC hardware repairs and software installations.

The following are examples of tasks to be performed by a Junior PC Support Technician:

- Installation of Software or Software upgrades.
- Connects peripherals to system
- Migration of desktop operating systems
- Troubleshoots basic hardware and software problems
- Unpacking equipment
- Connects monitor to CPU
- Connects peripherals to system
- Brings system up to logon prompt or comparable

1.1.5.10 WARRANTY AND MAINTENANCE

1.1.5.10.1 WARRANTY OF NEW EQUIPMENT

All standard warranty costs, excluding any upgrades or extensions, are to be included with the equipment prices.

Warranty coverage for Desktop and Laptop shall be a minimum of onsite, four (4)-years parts and labor and expense warranty, with next business day repair, and must be included in the purchase price of all equipment. Warranty for Peripherals will be covered under the manufacturer's warranty.

The Contractor is responsible to complete warranty requests, either directly or through a third party provider. Contractor or a designated subcontractor must be a manufacturer's authorized service representative for all equipment on the Contract.

Any warranty period for equipment and services will not commence until acceptance of the equipment or services by the requesting agency. All defective items must be replaced at no additional cost to the State. All equipment dead on arrivals (DOAs) will be replaced with new equipment and treated as a Second Day Rush order delivery at no additional cost to the State or, at the State's option, Contractor will repair the equipment per the terms of the equipment warranty.

If the products were provided with Contractor installation, Contractor is responsible for the installation of the replacement for defective equipment.

If the products were provided without installation, Contractor, at its option and at no additional cost to the State, may provide onsite service or next-day drop ship replacements for the State to install. The warranty must include, at a minimum, standard 8:00 a.m. to 5:00 p.m., Monday through Friday, local time phone support and onsite maintenance and repair services in cases where phone support cannot solve the problem. Principle Period of Maintenance (PPM) will be the same hours as the State's normal working hours (currently Monday through Friday, 8:00 a.m. to 5:00 p.m., excepting State-observed holidays). The principle period of maintenance hours may be changed upon 20 business days written notice by mutual agreement (between the individual State agency and the Contractor), except that the Contractor shall make every reasonable effort to change its schedule in a shorter period of time, if requested by the State.

The Contractor must provide manufacturer-certified systems engineers, in adequate numbers, to provide support for the State's infrastructure for warranty service and any support required. These engineers must be able to be reached by phone via the toll-free number for problem resolution, and should be able to be onsite within the time frame indicated under the warranty or maintenance service purchased.

The Contractor will serve as an agent for the State in obtaining the best (in terms of coverage, pricing, and duration) warranties available and work with manufacturers so that warranty commitments are met.

1.1.5.10.2 WARRANTY AND MAINTENANCE OF EXISTING EQUIPMENT

Extended and Time & Materials Warranty for the PC equipment in a post-warranty state must be provided as an option to the State. The State anticipates this to be a low-volume purchase.

1.1.5.10.3 WARRANTY AND MAINTENANCE PROCESS

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Contractor shall be deemed to have received the request for maintenance when the State advises Contractor of its need for maintenance via phone, e-mail, fax, or other means. Contractor agrees to provide a verbal response time not to exceed one (1) hour as an acknowledgment of warranty or maintenance service request.

The Contractor must create a problem ticket to uniquely identify and track cases to closure. MDIT CSC, after completing any possible remote diagnosis, will notify the Contractor who then takes ownership of the case and provides the CSC with a tracking number. The Contractor will include the MDIT's tracking number in its information, to allow tracking. The Contractor would maintain status information within its case log and notify the CSC using the MDIT's tracking number when repair is completed.

The State classifies problems / outages as urgent, high, medium, and low severity.

- Urgent – Issue/problem has potential to cause loss of life or risk of injury
- High – Issue/problem directly impacts the Public or a large number of users are down
- Medium – All other Issues/Problems
- Low – All Service Requests

Contractor will resolve all problems according to the State's classification:

- Urgent within four (4) hours
- High Severity within eight (8) hours
- Medium Severity within next business day
- Low Severity within twenty-four (24) hours

Once support is assigned, Contractor agrees to maintain a continuous effort to resolve reported urgent, high and medium severity problems. Contractor shall commit sufficient resources to resolve any urgent and high severity level problems as immediately as possible. If Contractor determines it cannot correct the problem within a reasonable period of time, Contractor shall promptly initiate an escalation procedure to assign sufficient skilled personnel to correct the problem. Contractor staff shall notify MDIT management that a reported problem has not been corrected as described in the escalation process in Section 1.0.8.5.

Equipment that cannot be repaired within the response time frame shall be replaced. Note that replacement equipment provided by Contractor under this Contract must be from the same manufacturer (unless the device is no longer manufactured) and equal to or better than the original equipment being replaced (e.g. higher resolution monitor, or larger hard drive) at no additional cost to the State.

Defective hard drives that have been in use by the State, regardless of warranty or maintenance status, will not be returned to the manufacturer or the Contractor at completion of replacement due to security issues. MDIT will provide, at contract signing, the procedure for handling defective drives.

At the State's request, the Contractor must furnish manufacturer extended warranties, warranty upgrades, and time and materials warranty support through the equipment manufacturers or third party providers. Manufacturer's extended warranty service may be purchased in conjunction with or separately at any time. Only Contractors authorized by the manufacturer or distributor of the equipment may provide manufacturer's warranty Services. Extended warranties shall be inclusive of the services provided under the State's normal warranty process.

Maintenance services may be renewed upon written notice by the State prior to the contract anniversary date. Automatic renewals of any maintenance coverage are not acceptable. Escalation of annual maintenance fees shall not exceed 5% per year.

Contractor shall utilize an agreed upon maintenance record/log for reporting all maintenance services performed. Status reports shall be provided as identified by the State on problem correction activities.

1.1.5.10.4 OPTIONAL WARRANTY SELF SERVICE PROVIDER

MDIT retains the option to provide its own warranty service coverage. This option would require that MDIT staff pass all certifications necessary to become a warranty provider. It also requires that the Contractor and Manufacturers be able to provide warranty parts in an expedited manner.

1.1.5.10.5 REQUIRED BIDDER RESPONSE ON WARRANTY/MAINTENANCE SERVICE

1.1 Personal Computers and Peripherals

Please describe in your bid response how you will provide warranty/maintenance service after the initial diagnosis has been completed by the State. Include information as it relates to the location of your service providers, the expected time to respond to service calls, the process by which the State will report service issues to the Contractor and the process the Contractor or subcontractor will use to respond to the State's needs. Contractor must also outline the Contractor's logistic support capability. Specify how the Contractor obtains parts and support from out-of-town suppliers of any hardware or software that is included as part of this RFP.

1.1.5.11 DATA RECOVERY

When data is "lost" from a PC, as long as the disk surface itself is reasonably intact, the data can be recovered; it has simply become inaccessible because of a software or equipment problem, such as data corruption, viruses or a mechanical or electrical malfunction. Contractor shall be able to provide a service to have "lost" data recovered from a PC that runs the Microsoft Windows operating systems, MacOS, or LINUX. The Contractor shall provide a description of its data recovery services available to the State.

1.1.6 REPORTS**1.1.6.1 Shipping Report**

The OEM must provide a report that details the following information on an individual PO basis.

- SOM PO Number
- Vendor PO Number if applicable
- Order Number
- SOM Image Code
- Order Date
- Shipped Date
- Shipped to Contact Name if applicable
- Shipped To Address
- Shipped To City
- Shipped to Zip Code
- Serial Number
- Model Number
- Warranty End Date
- Shipping Method
- Carrier
- Carrier Tracking Number
- Expected Delivery Date

1.1.7 PRICING

Contractors must propose a percentage discount off the current (as of the proposal date) open market/catalog and or commercial pricing for the identified products. The percentage discount proposed by the Contractor for a PC product will be applicable to the standard configuration for that item as well as all options to and applied to any orders placed during the initial twelve (12) month period regardless of the actual order quantity.

Contractors pricing must identify PC product options (memory upgrade, monitor upgrade, processor upgrade, etc.) in the same manner as delineated above for the identified PC products. The proposed percentage discount for an option item shall be applicable across all designated configurations identified within PC products. For example, within the PC product line, a percentage discount is proposed for a specific monitor upgrade for the Desktop/Tower Technical Class configuration, that same percentage discount shall apply to Desktop CAD/GIS/ unit to upgrade to that same specific monitor.

Additional vendor information required for evaluation:

- 1 The last full year's production volumes for the PCs and peripherals offered in the proposal.
- 2 Vendor's quality rating in terms of manufacturing (such as ISO9000) or other similar certifications.
- 3 Provide information regarding long-term relationships with PC product suppliers, if not an OEM.
- 4 Vendors must submit detailed product data sheets and any other descriptive literature showing a product's characteristics or construction or explaining its operation for the product proposed. In addition you must respond line by line to the State's technical specification identifying how the product meets the specification. The information must be in sufficient detail to evaluate the acceptability of the product to meet the requirements of this RFP.

1.2 SERVERS, PERIPHERALS, AND RACKING INFRASTRUCTURE

1.2.1 PURPOSE

The purpose of this section of the Request for Proposal (RFP) is to obtain proposals to provide server-based computing hardware, peripherals, racking infrastructure and related server software for the State of Michigan. The State will also need to acquire server hardware repair, server warranty services as well as the option to acquire installation, implementation and integration assistance for equipment purchased from this contract.

The State has technical support staff to respond to hardware/software alarms and diagnose the problem. Our diagnosis will determine if it is a hardware, software, network, or connectivity problem. The State's support staff has attained various technical certification levels and is qualified to do this early diagnosis. All hardware issues will then be submitted to the appropriate vendor for either hardware repairs or warranty service.

The State seeks proposals from Contractors financially able and experienced, to assume responsibility to provide all of the major categories of server hardware, peripherals, software and related support services. Subcontracting arrangements are acceptable and encouraged. However any vendor wishing to bid this section must have a reseller relationship with all four of the major server manufacturers and minor manufacturers listed below. This relationship may be attained through a prime/sub-contractor arrangement. Consideration will be given to those firms who are able to show the greatest product range (and demonstrate experience selling and supporting these products), for the purpose of reselling back to the State. Consideration will be given to those firms that provide products to the State of Michigan with the most aggressive cost plus markup pricing.

The State is seeking a Contractor who can build and deliver uniquely configured equipment to the State in the shortest timeframe while providing the services necessary to configure and install this equipment for the best value pricing.

1.2.2 BACKGROUND

The State of Michigan currently has over 3,300 servers within its infrastructure. Over 2,174 of these servers are located within the State's hosting centers, with the remainder located in varying locations within Michigan. These servers currently are used to host enterprise applications, enterprise web services, as well as network file and print services for all State Departments. The size of these servers may vary from an enterprise server that may host an application that has thousands of clients to a work group file and print server. The majority of our servers are attached to an enterprise storage area network (SAN), or network attached storage (NAS) others have direct attached storage. Many of the servers are partitioned and may have multiple processors, and many are clustered. The State also has implemented an enterprise backup solution along with virtual tape. The majority of our hosted servers utilize the enterprise solutions for storage and backup. All standalone backup devices on legacy servers will be phased out over time. The State has recently started the implementation of virtual server technology using VMware. The State supports many server-based operating systems, including Windows (varying levels), Unix, Linux, Netware.

1.2.3 IN SCOPE

The scope of this section is for the:

- Procurement of servers, associated peripherals, and server racking infrastructure
- Limited integration, installation, and implementation services in support of the commodities purchased.
- Citrix, Filenet, Remedy, Data Recovery, and Data Center Cleaning services

Contractors must provide warranty and maintenance services on ALL equipment that is offered and purchased. Delivery, support, warranty and maintenance may be provided by using subcontractors, however, the Contractor will be responsible for the timeliness and quality of all services provided.

1.2.4 OUT OF SCOPE

Mainframe computers and telecommunication related software and hardware are out of scope.

1.2.5 REQUIREMENTS/SDELIVERABLES

The State traditionally configures each server they order based upon specific State infrastructure standards and the requirements of the specific application to be hosted on the box. In many cases the State has standardized on a four-year refresh rate for its infrastructure hardware.

The State currently has a very large concentration of products that it has standardized on, and requires these products to be included through the proposed contract. These items are specifically listed below. The requirements set forth in

1.2 Servers, Peripherals, and Racking Infrastructure

this RFP should allow some flexibility for the State to uniquely configure systems to meet their needs and continue with the standards that have been developed.

Current Models: Equipment that has not yet entered the production phase of the manufacturer may not be included in the items available to the State unless specifically requested by the State. Only new or like new (non-refurbished or not remanufactured), unused equipment and parts, free from defects in material and workmanship will be sold to the State unless a special request from the State indicates otherwise.

1.2.5.1 MAJOR SERVER HARDWARE MANUFACTURERS

The State of Michigan has standardized on the following server hardware manufacturers. The State requires that the major Server Hardware manufacturers and their product lines, as identified below, be available to the State.

Dell – Contractor must be an authorized Dell reseller and provide Dell certified support services.

HP – Contractor must be an authorized HP reseller and provide HP certified support services. Must be an authorized HP Channel Partner.

IBM - Contractor must be an authorized IBM reseller and provide IBM certified support.

SUN – Must have SMAP credentials and the SMAP credential is only given to those Sun business partners committed to selling, marketing and servicing State and Local government customers. Preferred pricing, subject matters experts (bidding education, business conduct training, etc.) is part of what a Sun SMAP supplier will make available to the State of Michigan.

The servers and associated peripherals should, when ever possible, include climate saving features, and be configured for redundancy and resiliency as standardized in the State's hosting and remote environments. Servers built and configured for a State of Michigan order, should contain the same internal components for that specific order. In other words, if the State places an order for 100 file and print servers, the manufacturer should build the servers with the same internal parts. Manufacturing should not build any of the 100 servers with differing memory boards, or hard drive units.

The Contractor should work with the State to provide best value, business use models from each of these hardware manufacturers.

Standard Review Period - The State Review Period for approval of Physical Deliverables is governed by the applicable Statement of Work (failing which the State Review Period, by default, shall be thirty (30) continuous Business Days for a Physical Deliverable). The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Deliverable (or at the State's election, subsequent to approval of the Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Deliverable to confirm that the identified deficiencies have been corrected. **Server products that exceed \$50,000 will be required to go through this process prior to being placed into production.** The State will not pay for this equipment until the equipment has passed inspection and a designated State Employee has signed off on the process.

1.2.5.2 MISCELLANEOUS HARDWARE AND PERIPHERALS

The State requires that the following miscellaneous hardware and peripherals be available to the State and included in the Web Catalog. The State will not require full product lines be available and viewable through the web portal for miscellaneous hardware, but will want the associated cables, supplies etc included for these products. The brand names on the hardware are the current manufacturers of equipment that the State has purchased in the last few years and integrated into its infrastructure. Due to the diverse and complex infrastructure in the State's environment, it is important that the Contractor understand that at times specific brands of equipment might not work with other products in our environment.

APC – Must be an authorized APC reseller and service provider. To include all APC Netshelter Server racks and associated parts, rack power distribution units. Uninterruptible Power Supply units (UPS) (rack mounted, and desktop/server models – Smart-UPS models), blanking panels, cable management accessories, cable troughs for data centers, KVM switches and KMM (Keyboard, Monitor, Mouse units) for server racks (for MS-Windows servers and Unix servers)

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Avocent – Must be an authorized Avocent reseller and service provider. KVM over IP console management devices for remote access.

Raritan - Must be an authorized Raritan reseller and service provider. KVM over IP console management devices for remote access.

Data Clean - Koldlok – Must be an authorized reseller. Product line to include KoldLok Raised Floor Cooling Products.

ADC Fiber Guide Management solutions – Must be an authorized reseller.

Media Recovery – Computer Room Floor tiles, miscellaneous computer room supply products

JEM Computing - Computer Room Floor Tiles, miscellaneous computer room supply products

Data Supplies – Computer Room Floor Tiles, Miscellaneous computer room supply products

Server Technology – Must be an authorized reseller and service provider. Rack Power Distribution Units, power strips.

CD ROM Hardware solutions: Examples are: IOMEGA, Logcraft, Meridian data, Procom

Optical Disk storage devices

Server internal/external Modems: US Robotics, Xircom, Shiva, 3Com

Network Interface Cards: 3Com, Intel, SMC

Lantronics – switches for controlling Unix servers in a hosting center rack.

1.2.5.3 PERIPHERALS AND SPARE PARTS

Hardware components or peripherals must also be available and may include, additional processors, server rack rails, memory, cables and power cords in varying lengths, extra hard drive units, tape storage backups drives, Network Attached Storage (NAS), direct attached storage (DAS) etc.

The State will have a need to acquire parts for server-based computing platforms already in place at the State, through this contract. The Contractor must be able to provide these parts as needed during the term of the Contract at the percent off of list, or markup percentage as denoted on the cost model.

1.2.5.4 Hardware/Software Requirements

The Contractor must be fully authorized by the manufacturer to sell all of the hardware and software on this contract. The Contractor must have in place partnership relationships with the manufacturers on the Contract. Please describe your specific partnership relationship with the manufacturers in your response and how that partnership will benefit the State.

All products obtained through this RFP must arrive at the State fully assembled except when the State has requested on-site installation services, or when the installation services are included in the Warranty offering. The Contractor, or one of its subcontractors, must be authorized by the manufacturer to install all server based hardware, software and peripherals listed on this contract.

The Contractor must be a manufacturer's authorized warranty and service representative or have subcontractor agreements for service representatives for all server based equipment sold through the contract. Letters of authorization from each of these manufacturers must be included with bidder's RFP response. Identify the subcontractors to be used to supply authorized services, and provide letters of authorization for each identified subcontractor.

Contractor must provide a maximum twenty (20) business day order/build/deliver timeframe for all equipment ordered. Although the State has requested a 20-business day order/build/deliver timeframe for this hardware, the State would prefer that this timeframe be shorter if at all possible. In cases where the Contractor is not able to meet the 20-day delivery timeframe for a specific order, the Contractor and the State will reach a mutually agreeable delivery date. If the manufacturing process allows for a shorter order-to-delivery timeframe, the Contractor should describe this in their response.

Vendor's proposal must describe the build to order process and delivery processes in place for each of the manufacturers. The proposal must also describe the process that the Contractor will have in place with the

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manufacturers to allow the State to uniquely configure hardware, obtain technical guidance or expertise, product expertise, and on-going roadmaps for product lines.

1.2.5.5 SERVER DELIVERY - STANDARD

Contractor shall provide prepaid inside delivery, FOB (the delivery destination specified in the Purchase Order) to any State eligible customer located within the State's geographic boundaries. If expedited shipping is required by the State, additional charges may apply for:

- Standard Overnight (delivery by 3:00 PM the next day)
- Priority Overnight (delivery by 10:30 AM the next business day)
- Saturday Delivery (delivery by 12:00 PM)

The Contractor will send e-mail notifications to the State delivery contact e-mail address, the purchase order contact email address and alternative contact e-mail on the purchase order, concerning shipment and expected delivery dates. The State will use this information to enable staff to schedule installation in advance of equipment receipt. E-mail notification will also be used to schedule receiving functions at the State's receiving locations.

The Contractor must provide to the State with the delivery of each item ordered, the option of a complete set of the manufacturer's original documentation necessary to maintain and utilize the equipment ordered.

The Contractor must provide an acceptable manufacturer proof of purchase.

Installation Keys: If installation keys are required, the Contractor must supply the installation keys to the Authorized State Personnel.

Site Preparation: Contractor shall provide any specific equipment environmental specifications required. The specifications shall be in sufficient detail to ensure the installed equipment will operate efficiently. The State will prepare the site in accordance with the specifications provided by the Contractor.

Standard Server Delivery: The Contractor will deliver the server or other equipment from this RFP as listed on the purchase order within 20 business days of receipt of the State's purchase order, unless the Purchase Order specifies a different timeframe for delivery. Inside delivery will be included at no additional charge.

Elapsed delivery time will be measured from the time an order is accepted by the Contractor to the time product is received by the receiving staff identified in the purchase order.

If Contractor finds that products are "constrained", obsolete or otherwise not available, they should make every attempt possible to find an appropriate substitute for the State so that product can be delivered within the above mentioned timeframe.

- All substitutions must be approved by the State prior to shipment.
- The expectation is the substitute will be of an equal or better value product.

The following delivery requirements will apply:

- "Accepted" means delivered as specified in a Purchase Order for purchase of the equipment. Mere acknowledgement by State personnel of the delivery or receipt of the equipment shall not be deemed or construed as accepted.
- All anticipated shipping costs necessary to meet the delivery schedule must be included. No additional charges for shipping or handling will be allowed.
- Contractor shall provide for inside deliveries at a specific date and time, where such is requested on the purchase order.
- All items shall be delivered within the timeframe(s) stated on a purchase order. (The State has defined dock delivery times in many locations.)
- All equipment must be packed in suitable containers for protection in shipment and storage, and in accordance with applicable specifications. Each container of a multiple container shipment shall be identified to show the number of the container and the total number of containers in the shipment; and the number of the container in which the packing sheet has been enclosed.
- The Contractor shall be solely responsible for assuring that deliveries are made to personnel authorized to accept delivery on behalf of the State. Any losses resulting from the Contractor's failure to deliver the product to authorized personnel shall be borne exclusively by the Contractor.

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- Acceptance of a delivery shall not be construed to waive any warranty rights that the State might have at law or by express reservation in this Contract with respect to any nonconformity.
- Contractor must ship the equipment with all corresponding operating manuals; software licenses, as ordered; media; and setup guides, unless otherwise agreed to by the State in advance of shipment.

Expedited Delivery: The State may submit rush orders via facsimile or any other means to the Contractor up until 2:00 P.M. Eastern Standard Daylight Time cut-off. The orders will be placed through MDIT Procurement and delivered in Overnight or Second Day. The State will only pay the difference between Standard shipping and Expedited Shipping. Expedited delivery that occurs as a result of the Contractor's error will be free of charge.

Please describe in your bid response how you will handle expedited ordering and expedited delivery of those items. Include in your response the time frames the State can expect for the delivery of products from the proposed contract when placing an expedited order.

1.2.5.6 CAPITAL LEASE

The State reserves the right to acquire complex server purchases through a lease for purchase arrangement. When the State plans a lease for purchase, it will be noted on the purchase order. These complex servers generally will exceed \$50,000.00 each. When the State determines the need to acquire these servers via a lease for purchase, the servers must go through a Standard State Performance review prior to releasing payment for the servers to insure that the complex servers perform as required.

1.2.5.7 PRODUCT WEB CATALOG

The Contractor must provide a web portal for the State, so the State can review up to date product offerings along with pricing available to the State through the contract. While all major server hardware manufacturers must be available in the web portal, the State does not expect their full product lines to be available for viewing through the portal.

All associated documentation media available for the products must be offered through the product portal.

Please describe how the State will be able to "Shop" through the portal to view product offerings along with State of Michigan pricing for each of the manufacturers products available through the proposed contract.

1.2.5.8 PROCESS FOR OBTAINING SERVER QUOTES:

The State of Michigan will require a method of "Shopping" for items available through the contract portal. The portal should provide them access to standard manufacturer configuration systems, with assistance as needed from the manufacturer. They may need to configure the items into a particular configuration, or grouping of hardware. Once they have established "what" they wish to buy, they will need the ability to save a shopping cart, and obtain an electronic quote consistent with State of Michigan approved pricing. Quotes should be available electronically at the end of their "Shopping Trip" (same business day). Those quotes should be valid for 60 days from the time they request the quote.

In the event the State decides to purchase the goods, they will affix the quote and the shopping cart to a purchase order.

In several cases, the State has not established a particular manufacturer standard for certain products. (Servers, Floor Tiles, Keyboard, video, mouse, units etc.) When this situation occurs, the State will develop a generic bid package for the Contractor. The Contractor will then work with the various manufacturers to obtain quotes for a specific buy. The following requirements must be met:

The State of Michigan will provide to the Contractor a generic product specification electronically. The specification will:

- Describe the environment the hardware will be used for. In the case of servers, we will identify if the servers will be used for Web applications, Data base applications etc.
- Describe the appropriate hardware requirements, ie, for Servers - processor speed, number of processors, memory requirements, network interface card requirements, hard drive size, etc, for Floor Tiles, size, depth, etc.
- All servers will be quoted with a 4 year warranty. For non-server products, the standard warranty period of time must be consistent across product lines to insure an apple to apple comparison.
- The server specification will include an optional 1 additional year of after warranty support based on the service criticality for the platform.
- include the minimum and maximum quantity to be quoted/ordered.
- The Michigan/1 system image to be included and loaded on the hardware prior to shipment. The State must have the option of choosing an Operating System (OS) with or without the addition of bundled client licenses.
- any climate saver options available from the manufacturers.

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The Contractor should return to the State an electronic quote for hardware from *each* manufacturer that meets or exceeds the State's required product specifications within 4 business days, along with a recommendation on which quote provides the *best value* to the State. The quotes should be valid for a 60-day period of time. The State will then compare quotes, review the recommendation, and make the decision on which product provides the best value for the State of Michigan for a particular purchase. The Contractor should remain neutral when working with the manufacturers, and should not disclose pricing among the 4 manufacturers.

In your bid response, please describe in detail how this process will work and if you can meet the 4 day window.

1.2.6 HARDWARE SERVICES REQUIREMENTS

1.2.6.1 Free Technical Telephone Support:

Contractor must provide toll free, 24x7x365, unlimited free technical telephone support with a maximum response to calls of one (1) hour during the warranty period.

Contractor must provide toll free, 24x7x365 access to manufacturer sales staff for assistance with configuring hardware with a maximum response to calls of two hours.

Please describe the available Technical Support services from the MAJOR equipment manufacturers on the contract. Also describe the requirements in place by the manufacturer for our staff to utilize these services. (I.e. Will State Staff using the services need to be at a specific certification level to utilize the service.)

1.2.6.2 Hardware Warranty Services

Contractor must provide a four (4) year, on-site parts, and labor and expenses warranty included in the purchase price for all Server hardware on the Contract. The State will not be responsible for any additional travel expenses under the warranty agreement, nor should they be assessed a re-instatement fee when acquiring warranty services.

If the server is to be installed in one of the State's Lansing based hosting centers, then the warranty service will include the installation of the hardware following MDIT established installation standards. This service level will include any assembly necessary.

The warranty agreement will include, dedicated to the State on-site engineer(s) to be located at a mutually agreed upon office location that will provide day to day warranty, proactive preventative maintenance, and installation services for all equipment ordered through this contract and installed in one of the hosting centers. Installation services will include array installs, cluster installs, as well as any internal component installation (RAM, Disk, CPU's etc). The State will be responsible for providing office space, phones and secure parts storage for the engineers. The engineers should be available during normal State business hours (excluding State Holidays), except when service or repairs are needed after business hours. Response times during normal business hours should not exceed 30 minutes. After standard business hour response times should be based upon the warranty service levels defined below. The manufacturer certified and approved on-site engineers will provide pro-active systems support services on all hardware under warranty installed within the hosting centers. This service will include assisting the State with firmware updates and patching as approved and agreed upon by the State of Michigan. The number of dedicated engineers will be defined based on the number of systems under warranty. Their daily work will include:

- Installation moves and de-installation services for all hardware on-site in the hosting centers under warranty. Installation includes, assembly, installation into approved racks, using hosting center wiring standards. Connecting the equipment to power distribution units, network ports, and SAN ports using "Kits" supplied by Configuration Management within the Data Center.
- Regular Pro-active preventive maintenance reports and service on all equipment under warranty support as agreed to by the State of Michigan. The reports for this preventative maintenance should be submitted to the State at least 1 month in advance of the need to update the hardware. The State will work with the engineer to schedule, communicate and prepare for the service. The State may or may not wish to be involved in the actual upgrade.
- Assisting state staff with the diagnosis of any hardware or system software performance issues.
- Break-fix repairs to warranty hardware as approved and when authorized by the State.
- Installation or if requested, assistance with installation of any hardware upgrades on warranty hardware, ie additional memory, NIC cards, hard drives, SAN connections etc. during pre-approved change windows.

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If the server is to be installed in a location outside of one of the Lansing Area hosting centers, then the warranty service will **not** include the installation services. All hardware delivered to the State for a non-hosting center installation must arrive fully assembled, imaged if requested, and ready to remotely install by State Staff.

1.2.6.3 Warranty or Support Options

The State of Michigan requires the following Warranty Options:

Hosting Center Urgent (Platinum level Service), 2 hour response, 2 hour repair, including State Holidays. 7 x 24 x 365. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.

Hosting Center High (Gold level Service), 4 hour response, 4 hour repair, including State Holidays. 7 x 24 x 365. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.

Hosting Center Medium (Silver Level Service), next business day response, next business day repair, Monday-Friday 8:00 Am – 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses and on-site assembly and installation.

Non-Hosting Center High (Bronze Level Service), 4 hour response, 4 hour repair, including State Holidays. 7 x 24 x 365. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses.

Non-Hosting Center Medium (Copper Level Service), next business day response, next business day repair, Monday-Friday 8:00 Am – 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses.

1.2.6.4 Warranty or Support Service Requirements

The Contractor shall normally respond by phone within one (1) hour after notification by the State that the equipment is inoperative. The phone call will establish the urgency and time of arrival on-site.

If the Standard manufacturer's warranty is greater than the warranty required by the State, the Contractor must extend that same standard warranty to the State at no additional charge.

If the manufacturer extends the warranty period after delivery, the longer warranty period will apply to all warranty and service requirements.

The warranty period will begin from the point the State accepts delivery and installation of equipment in the hosting centers, or when the State takes delivery of the equipment in a non-hosted environment.

Standard service must be provided at the installation site of the equipment.

If it is necessary to remove equipment where onsite warranty is specified, Contractor will provide substitute equipment at the time of removal, if requested by MDIT.

- The substitute equipment shall be comparable to the equipment removed.
- Contractor must pay all costs for removal and return of equipment that must be returned to the manufacturer for repair.
- The equipment once repaired will be returned to the State with the image reloaded on the hardware so the State can restore all application related software previously on the hardware.

Contractor must provide original equipment manufacturers (OEM) replacement parts for the length of the warranty period.

Contractor will provide a mechanism for notifying the State of pending warranty expirations for each item purchased in writing. The notice must be provided at least six (6) months prior to warranty expiration.

The State may at their discretion purchase upgrades to the warranty service originally purchased if a new requirement for faster response times, or longer support hours is defined.

The State should not be charged any re-instatement fee's to upgrade their warranty or maintenance service.

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The State also wishes to have the vendor price out options for extending this support warranty to a five (5)-year warranty. These options should be priced in the cost model.

1.2.6.5 (After Warranty expires) Extended Manufacturer Warranty Support Services

Contractor must provide to the State an optional one (1) year, manufacturer on-site parts, and labor and expenses extended warranty service available for all Server hardware on the contract. The State will not be responsible for any additional travel expenses under this agreement, nor will they be charged a re-instatement fee when they purchase these services. The support requirements should match those of the original manufacturer warranty offering as described above.

The State may at their discretion purchase upgrades to the extended warranty service originally purchased if a new requirement for faster response times, or longer support hours is defined. The State should not be assessed a re-instatement fee when acquiring these services.

The State also wishes to have the vendor price out options for extending this support warranty to a six (6) year manufacturer warranty (maintenance agreement) if available. These options will be priced in the cost model.

1.2.6.6 Non-Manufacturer or 3rd party Server Hardware support services

Contractor must provide to the State an optional support plan for equipment that can no longer receive manufacturer support. This support plan should include on-site parts, and labor and expenses for Dell, HP and SUN servers that no longer qualify to receive standard support from those hardware manufacturers. (ie, normally hardware older than 5 years old). The State will not be responsible for any additional travel expenses under this agreement, nor will they be charged a re-instatement fee when they purchase these services. This support agreement should offer the same support levels (Platinum, Gold, Silver, Bronze and Copper) as those that are defined for newer equipment as defined above.

The State may at their discretion purchase upgrades to the 3rd party hardware support agreement originally purchased if a new requirement for faster response times, or longer support hours is defined. The State should not be assessed a re-instatement fee when acquiring these services. These options will be priced in the cost model.

1.2.6.7 Time and Material Repair Service

Generally, this service will be acquired when the State no longer has the option of acquiring manufacturer maintenance support for an older server. This service will generally be purchased by the State in advance of any request to perform this service. A bank of hours may be purchased and used as needed for this sort of service.

Parts will be an additional expense and will be quoted at the Contractor's cost plus the markup quoted for the particular manufacturer.

The Contractor shall normally respond by phone within one business day after notification by the State that equipment is inoperative and the equipment is not covered under a Warranty or purchased maintenance service. The phone call will establish the time of expected arrival on-site.

The technician will diagnose the problem and provide the State with a quote for fixing the problem. This quote will include the time necessary to fix the problem as well as any parts cost. With approval from the State the technician will proceed to repair the problem.

Normal On-Site Service hours are considered to be Monday through Friday, 8 AM – 5 PM excluding State Holidays.

Please describe in your bid response how you will provide warranty/maintenance service given the information in Background regarding the State's technical support staff diagnostic competence and first level response. Include information as it relates to the location of your service providers, the expected time to respond to service calls, the process by which the State will report service issues to the Contractor, and the process the Contractor or Subcontractor will use to respond to the State's needs.

The Contractor must also outline the Contractor's logistic support capability. Specify how the Contractor obtains parts and support from out of town suppliers of any hardware or software that is included as part of this RFP.

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Include your procedures and policy in restoring data to the proposed server hardware that results due to failure of hardware, software, or as a result of operator error. Also include how you will communicate resolution information back to the State.

1.2.7 SERVICES REQUIREMENTS

Services purchased from this Contract must be related to the installation or support of equipment related to the equipment purchased through this contract. These services may be purchased in one of two ways from this contract. The first set of services will be based on a fixed price quote from the Statement of Work process. The second set of services listed below will be purchased through a Statement of Work and will be based upon a particular quantity of hours and a selected skill level.

While these services are an option for the State, the Contractor must be able to provide all of the following services at the request of the State.

1.2.7.1 Work Statement Services

The work to be performed will be defined by a written statement of work issued by the State as defined by the State. These services will be based upon a fixed price based upon a quote from the Contractor, and the details provided to the Contractor from a Work Statement.

1.2.7.1.1 Installation Services for Hardware and Software

The State of Michigan may purchase installation services from the Contractor for equipment procured through the proposed contract. Installation services may include the installation of any hardware purchased from this contract, or the installation of new or additional hardware components into existing hardware. It may also include installation and configuration of newly purchased software solutions into existing hardware, new hardware or the installation and configuration of software upgrades on servers.

If installation is requested, Contractor must install and have equipment ready to operate within thirty (30) calendar days of delivery, unless otherwise agreed by the State and Contractor.

All technology must be configured and installed per State instructions to the Contractor. The State reserves the right to purchase equipment and software without installation services and fees when qualified State personnel are available.

The State may call upon the Contractor to assist with moves and changes and to complete the installation of hardware or software of equipment or software that was not ordered with installation services. For hardware these services include unpacking, assembly, connection, testing and configuration for basic operation. For software, these services include loading the software onto the hard drive or other storage medium and setting configuration options so that it is ready for operation.

1.2.7.1.2 Implementation/Integration for Hardware and Software

Contractor shall perform the implementation of hardware and related software projects. This will include but is not limited to: Interfacing new hardware solutions with older hardware solutions, hardware configuration, researching and resolving performance issues, implementing new technology hardware/software solutions, implementing cooperative processing or distributive database capabilities as may be used in a client-server environment, integration of UNIX or Windows based applications, and hardware and/or software clustering.

Implementation services may also be those services that assist the State in making effective use of purchased server hardware and software. They include development of procedures for system administration and systems operation. Implementation services may include assistance with the integration of various servers, and host system software.

The State has occasionally had the need to acquire problem resolution/trouble shooting technical support services as it relates to Server Hardware and software. This service may include the need to bring in troubleshooting hardware components to resolve constraints on networks, hardware performance issues, relational database performance issues, etc. This may include:

- Coordinate the addition of new users
- Set node addresses for new users and maintain a log of user node addresses, network addresses and IRQs (interrupt address)
- Establish and maintain login scripts and drive mapping(s)
- Establish and maintain trustee assignments and rights to various directories and subdirectories

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- Design, set up, maintain and monitor system security through the use of passwords, trustee assignments, individual and group directory rights, file attributes and login times
- Monitor error logs, statistics and print queues
- Maintain network directory structures and files

Please describe in your bid response how you will provide the types of service described above to the State. Include information as it relates to the location of your service providers, the expected time and the process the Contractor will use to respond to requests for service.

1.2.7.2 DATA RECOVERY SERVICES

When data is "lost" from a server or a storage or media device/tape, as long as the disk surface itself is reasonably intact, the data can be recovered; it has simply become inaccessible because of a software or equipment problem, such as data corruption, viruses or a mechanical or electrical malfunction, the Contractor shall be able to provide a service to have "lost" data recovered from a server and/or storage media device when necessary.

Provide a description of your data recovery services available to the State.

1.2.7.3 DATA CENTER CLEANING SERVICES

The State of Michigan utilizes specialty Data Center cleaning services for each of its Hosting Centers and Switch rooms during the year. This work is accomplished through a work statement request. This service is critical to the State of Michigan, and must be accomplished by an experienced data center cleaning company. The work is scheduled on a weekend unless there is a specific need for an emergency cleaning, usually due to an issue with a chemical spill, or high Zinc Whisker Counts within a critical facility. Service to include: Under raised Floor cleaning, cleaning above the raised floor, and above the ceiling tiles. Cleaning service to include before and after particle count reports, ferrous metals, humidity, and temperature for the above floor and sub floor areas; as well as how the area compares to federal standards. The cleaning should also check the concrete seal and produce a report on the status of the seal. The company must meet or exceed ISO for class 100,000 to class 1 clean rooms and data processing centers. The cleaning will include the installation of new entryway tacky mats at each hosting center entry point (3). Media Recovery is the only company who has provided this service to the State over the last few years.

The Contractor shall be able to provide this service upon request. Please provide a description of your Data Center/Telecommunication Switch Room cleaning services available to the State.

1.2.7.4 Hourly Rated Services

Skilled Statement of Work Services: The State reserves the option to obtain possible Installation, Implementation, and Integration services through the contract for purchases where the State requires the State to manage the service personnel during the project. Examples of this work are: Staging System hardware, upgrading hardware, installing memory, performing System Audits, connecting systems to network infrastructure, testing solutions. While these services are an option for the State, the Contractor must be able to provide these services based upon a request from the State.

These support services will be purchased on an hourly basis, and will be acquired based on a specific skill level as defined below:

Senior Server Support Engineer

Must have at least 5 years progressive experience in Server administration, server management and server implementation projects. Must possess highly developed server administration skills and be able to coordinate and work with other Server configuration administration technicians. Possess skills required for deploying large-scale system installations. Staff must possess an advanced certification in an industry standard server or network operating system. Examples are:

- Certified Microsoft Systems Engineer (MCSE)
- Certified Microsoft Systems Administrator (MCSA)
- Sun Certified System Administrator
- Sun Certified Security Administrator
- HP Master Accredited Systems Engineer
- HP Accredited Integration Specialist
- HP Accredited Systems Engineer
- HP Accredited Platform specialist
- HP Certified Systems Administrator

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- HP Certified Systems Engineer
- Dell Certified Server Professional
- IBM Server Certified Advanced Technical Expert
- IBM Server Certified Systems Expert

The following are examples of tasks to be performed by a senior server support technician:

- Project Leadership, coordination
- Develop and implement implementation and or testing plans.
- Server Architecture Design
- Server Audits
- Server Security Audits
- System Performance and capacity analysis
- Troubleshoots complex hardware and software problems
- Connects server to network and test connectivity
- Loads Server software upgrades or moves software
- Integrate peripherals to system

Junior Server Support Engineer

Staff must have at least 2-4 years progressive experience at the engineering level, in server administration and server implementation projects. Must possess highly developed server configuration administration skills and be able to coordinate and work with other technicians. Possess skills required for large-scale server hardware installations; repairs and software installations. Should have experience with operating systems and database management systems. Staff must possess certification in an industry standard server or network operating system. Examples are:

- Certified Microsoft Systems Engineer (MCSE)
- Certified Microsoft Systems Administrator (MCSA)
- Sun Certified System Administrator
- Sun Certified Security Administrator.
- HP Master Accredited Systems Engineer
- HP Accredited Integration Specialist
- HP Accredited Systems Engineer
- HP Accredited Platform specialist
- HP Certified Systems Administrator
- HP Certified Systems Engineer
- Dell Certified Server Professional
- IBM Certified Specialists AIX System Administration
- IBM Certified Specialists AIX System Support

The following are examples of tasks to be performed by a Junior Server Support Technician:

- Execute project plans including roll outs and testing plans.
- Troubleshoot hardware and software integration or performance issues
- Installation of hardware or hardware upgrades
- Installation of Software or Software upgrades.
- Updating documentation
- Connects peripherals to system
- Migration of server operating systems
- Troubleshoots hardware and software problems
- Possess the necessary certification levels to perform this work.

Associate Server Support Technician

Staff must have some experience or training in installing and setting up server based systems. The skills can be below those required for hardware repairs and software installations. The following are examples of tasks to be performed by an Associate server Support Technician:

- Unpacking equipment
- Assembling equipment/racks
- Connect monitor/KVM to servers/racks
- Pulling cable
- Connecting network cables, power units etc in a rack

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- Connecting/pulling fiber and fiber light guides within a data center
- Connects peripherals to system
- Updating documentation
- Testing systems

The State of Michigan has three complex software packages that will require support services: Citrix, FileNet, and Remedy. Information pertaining to these is listed below. All services will be obtained through the Statement of Work process.

Citrix Support Services

Provide technical and project leadership for Citrix software implementation across the State. Provide call resolution and access to dedicated technical staff to resolve complex technical incidents. Following are areas of expertise and the associated tasks that may be required:

- Citrix Server installation, configuration, implementation, and integration into the current environment.
- Citrix licensing installation, configuration and implementation.
- Citrix user administration, configuration and implementation

FileNet Support Services

MDIT requires occasional optional support staff and services to assist its development team in maintaining, implementing changes, performing upgrades, and continuing development initiatives related to the FileNet application. These support staff or services would work under the direction of the MDIT Staff.

FileNet Project Manager

The person will serve as the Project Manager for all matters related to a FileNet project. The FileNet Project Manager will verify and confirm project task deliverables with the assigned State Project Manager. The FileNet Project Manager will maintain ongoing communication regarding project status with management teams. This person should be very familiar with the FileNet application.

- Provide project management services for all aspects of the FileNet project including adherence to project schedules, task assignments, and budgets
- Verify and confirm project task deliverables with the State Project Manager
- Maintain ongoing communication regarding status with management teams
- Weekly status reports indicating percent complete, budget vs. actual, changes in progress, inventory of issues/problems, and similar data

FileNet Technical Services Consultant

Provide technical knowledge and project leadership for the design, customization, integration, implementation, migration and production support of the IBM FileNet product family and combine these to develop content management solutions. These technical services include the following:

- Enterprise planning and design
- System implementation
- Deployment architecture
- Resource planning and system sizing
- Transition planning
- Legacy system conversion
- Content migration and federation
- Media migration
- Workflow and process modeling
- Security and access control modeling
- Disaster recovery configuration
- Best practices development
- Technical Integration Services to other COTS (i.e. SAP, Siebel)
- Knowledge Transfer

BMC Remedy Support Services

MDIT requires occasional optional support staff and services to assist its development team in maintaining, implementing changes, performing upgrades, and continuing development initiatives related to the BMC Remedy application. These support staff or services would work under the direction of the MDIT Office Automation team that handles Administrative Applications.

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Remedy Project Manager

The person will serve as the Project Manager for all matters related to BMC Remedy upgrades, development, and maintenance. The Remedy Project Manager will also verify and confirm project task deliverables with the Administrative Applications Manager and the State Management Team. The Remedy Project Manager will maintain ongoing communication regarding project status with management teams. This will include weekly status reports indicating percent complete, budget vs. actual, changes in progress, inventory of issues/problems, and similar data. This person should be very familiar with the Remedy's policies and procedures in general as well as how they relate specifically to case and infrastructure management and the goals of this project.

- Project Manage all aspects of Remedy's project including adherence to consulting project schedules, task assignments, and budgets
- Verify and confirm project task deliverables with the Administrative Applications Manager
- Maintain ongoing communication regarding status with management teams
- Weekly status reports indicating percent complete, budget vs. actual, changes in progress, inventory of issues/problems, and similar data

Remedy Technical Consultant

Remedy Technical Consultants or Senior Technical Consultants workload would include but not be limited to:

- Design, modify, develop, write and implement software programming applications for BMC Remedy
- Supports and/or installs software applications/operating systems.
- Participate in the testing process through test review and analysis, test witnessing and certification of software

1.2.8 CA UNICENTER SOFTWARE AGREEMENT

The State has an arrangement with EDS, current contract holder of the Michigan Master Computing Contract, to use Computer Associates software in exchange for hiring EDS staff. The State through the re-bid of this RFP is interested in continuing a similar arrangement with bidders, if available. Bidders who can provide a similar arrangement would be preferred and should complete the information on the tab labeled CA Unicenter Software in the Server Cost Model. The following information describes the current arrangement.

EDS and Computer Associates have entered into a Universal enterprise agreement (UEA) that gives EDS a broad spectrum of rights with respect to a category of CA Software called Licensed Software on a worldwide basis. In general, this agreement gives EDS and its client affiliates a license to use and access the following CA Software family groups: Unicenter Family, BrightStor Family, Cleverpath Family, AllFusion Family, Advantage CA family, and E*Trust family.

EDS has granted the State of Michigan, as one of its clients, the rights to the same software. In return, the State has agreed to contract with EDS for systems administration/network consultants to support this software at the State of Michigan. The eVM (Vulnerability Manager family of software products) are excluded from this agreement.

Specific details on the available products can be found at: <http://www3.ca.com/Solutions/ProductsAZ.aspx>.

The number of CA certified consultants is agreed upon based on the number of CA agents deployed at the State. Currently, the State has between 1,500-1,999 CA Unicenter and Asset Management Agents deployed. In exchange for use of the licenses, the State has three Subject Matter Experts (SME's). In addition, the State has one SME in exchange for the use of the Spectrum eHealth software. Through this agreement, the Systems Administrator/Network Consultant(s) support began November 1, 2007 and will continue through October 31, 2008 with the skills necessary to complete the following tasks in a CA UniCenter/Spectrum environment.

Skill Set Provided

- CA UniCenter TNG-NSM (Implementation, Administration, and Troubleshooting)
- Knowledge of other CA products such as CA's Forest and Trees reporting package and CA's portal product
- SQL Server Administration and Maintenance
- Windows and Unix OS Administration
- Windows/Unix Security
- CA UniCenter-Remedy Integration Experience
- Experience with scripting in UNIX and Windows environments
- Spectrum/eHealth
- Experience in CA UniCenter TNG environments.
- High level of problem solving skills

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- Ability to quickly and reliably work on multiple solutions at once
- Experience in hardening of servers for secure computing
- Good communication and documentation skills

Current Contractor resources assigned to the State (leveraging the CA/EDS Universal Enterprise Agreement):

- Assist State staff with troubleshooting and resolving problems relative to CA UniCenter
- Assist in the application of upgrades/patches for Unicenter products
- Add servers to be monitored to CA UniCenter and apply standard monitoring configurations to monitored servers
- Build Message/Message Actions in CA UniCenter on a daily basis to build “monitoring intelligence” into UniCenter product for alarms and notification
- Assist State staff in the deployment of CA UniCenter agents on servers
- Implementation and administration of the UniCenter Portal to provide customized views of UniCenter monitoring information for the State.
- Train State staff to utilize and administer CA UniCenter as an administrator or user
- Mentor State staff to insure that State staff is capable of doing this work on their own
- Aid in information, acquisition and implementation of additional UniCenter modules as determined
- Make recommendations for enterprise management solutions for the State.
- Provide security recommendations
- The Contractor will give the State 10 days written notice if the resource placed on this project needs to be replaced for any reason.

State Responsibilities under the current arrangement include:

- The State will provide a central point of contact for all project related issues.
- The State will be responsible for meeting with Contractor resources and providing direction as needed.
- The State will be responsible for providing an adequate workspace for the consultant, including a phone, computer, web & e-mail access, as/if needed along with providing all necessary hardware, software, access to required systems, and communication links needed to complete work under this agreement.
- The State will notify the Contractor with any issues or concerns that may arise.
- The State will facilitate requirements gathering and discovery meetings to identify and document service requirements
- The State understands that the resources provided are augmentation of their current staff. Project direction and project management for the work to be performed are the responsibility of the State.
- The State will in good faith keep the CA resource(s) to a standard schedule (i.e. M-F 8-5). Extended, overtime, and weekend hours will be kept to a minimum.
- The State will retain the right to release outright or request the replacement of any person who is working at an inferior level of performance determined by the State project leader. The Contractor will be given five working days advance notice of this action and a replacement will be provided within five working days.
- All work will be performed at various State locations in Lansing, MI unless otherwise agreed to by both parties.

1.2.9 REPORTS

Monthly, the Contractor will provide the State:

- Performance to service level reports on Warranty Services performed for the State.
- Equipment reports that will reaching end of life or end of warranty support 6 months in advance of the date. This report will include Server Name, Serial Number, Manufacturer, Agency name using the Server, End of Warranty Date, Purchase Order number, End of Life date.
- Performance to service level reports on Maintenance Services performed for the State.
- Performance to service level reports on delivery services performed for the State.
- Performance to service level reports on the quoting process related to this proposed contract.

1.2.10 SERVICE LEVEL AGREEMENTS

Warranty Service: Ninety five (95) % of the warranty service calls will be completed by the requirement built into the specific Warranty service the State has purchased for each piece of hardware.

Maintenance Service: Ninety five (95) % of the Maintenance Service calls will be completed by the requirement built into the specific Maintenance service the State has purchased for each piece of hardware.

Delivery requirements: Ninety Five (95) % of the equipment will be delivered within the timeframes required by this RFP.

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Quoting Process: Ninety Five (95) % of the equipment quotes will be delivered within four (4) business days of the electronic request.

1.2.11 PRICING

If there are any price reductions during the term of the contract, the State shall pay the reduced price for any product ordered after the reduction takes place. If there are pricing increases during the term of the contract, the State shall be provided justification from the manufacturer in writing, before the increases will be accepted by the State.

It would be impractical to itemize every product offered by the required manufacturers on the cost model; however, markup percentages by manufacturer must be offered on all similar products by that manufacturer.

Standard shipping charges are the responsibility of the Contractor and should be included in the price of the equipment.

The Contractor must offer all upgrade offers from the manufacturer to the State as well as competitive upgrade offers. The Contractor must also make available documentation for all software products as well as media, and manufacturer Subscription or Support offerings.

1.3 SOFTWARE

1.3.1 PURPOSE

The purpose of this section of the RFP is to obtain proposals to provide certain pre-packaged software and related software support services for all State of Michigan departments and agencies. All State Departments and Agencies within the Legislative and Judicial branches of the State will have the option of procuring under the MMCC. The Contractor and the State must also make the Contract available to all members of MiDEAL.

The Contractor will procure software and maintenance services for software from software manufacturers and publishers (listed in Appendix 1.3.A Software & Maintenance Products) and as the list may be amended, and provide additional software support services pursuant to the terms of this RFP, to all participating State agencies.

1.3.2 BACKGROUND

There are currently in effect various master statewide contracts to procure commercial-off-the-shelf (COTS) software for government agencies and institutions, and over 500 individual agreements for other named software packages, including proprietary software. The State of Michigan spends in excess of \$17 million annually on packaged software across its agencies. Additionally, maintenance is purchased on an annual basis from **all sources** and is estimated at \$60 million.

See Appendix 1.3.A for a full listing of software publishers. This list is not intended to be definitive, but rather representative of the State of Michigan's software purchases during the State's fiscal year 2007.

The total quantity of purchase of any individual item on a contract is not known. The information provided in this RFP is based on past usage, and may fluctuate in either direction. The State does not guarantee it will buy any specific item or any total amount. All contracts awarded shall be indefinite quantity contracts with no minimum guarantees of any business.

1.3.3 IN SCOPE

This RFP is designed to address the purchase of commodities and limited services concerning the aggregation of statewide information technology client needs. This is a mandatory use contract by all State agencies with oversight by MMCC Contract Administrator. However, the State shall reserve the right to purchase software/hardware products outside of the Contract(s) when it determines that an items' pricing is not competitive with the open market.

The Contractor will offer a full range of desktop and enterprise software products: Commercial off the Shelf (COTS), pre-packaged software (Software) and related publisher/manufacturer software support services. The additional services to be provided to the State include:

- Quote new software (software not listed in Appendix 1.3.A Software & Maintenance Products)
- Management of software license and maintenance agreements, including
 - documentation
 - tracking
 - assisting the State with applicable enrollment/activation procedures
 - notices of expiration/renewal
 - reporting to publishers/manufacturers
- Procurement of maintenance services from software publishers/manufacturers,
- Continuation of current software maintenance services provided directly by software publishers/manufacturers
- Installation, integration, and implementation services
- Limited training for integration, installation, implementation (e.g. Technical training - not intended as end-user training),
- Reporting to the State

Maintenance is defined as providing replacement copies or correction services to correct any error, malfunction or defect in the software; updated versions of the software that are improvements, extensions, maintenance releases and updates, error corrections or other changes that are logical improvements or extensions of the original software supplied to the State; documentation updates; and access to remote technical support. Maintenance does not include professional services to modify, customize or enhance software functionality to meet specific State business requests.

1.3.4 OUT OF SCOPE

Software development, customization, enhancements and/or modifications are not within the scope of this RFP. Enhancements altering the functionality, and/or adding new functions not related to a maintenance modification are also not within the scope of the RFP.

1.3.5 SOFTWARE REQUIREMENTS

1.3.5.1 SOFTWARE PACKAGING

The Contractor must supply the manufacturer's Software in any of the following requested methods:

- Complete package on CD ROM including full documentation and non-exclusive and perpetual license.
- Complete package on DVD including full documentation and non-exclusive and perpetual license
- Authorized, non-exclusive and perpetual license certificate acceptable to the State, only, no manuals, DVDs or CD's.
- Multi-license packs where this would be cost advantageous
- Manuals only.
- Downloads from the Internet as required.
- License only.
- Alternate methods, as new technology delivery methods are introduced and as agreed to by the Contractor and the MMCC Contract Administrator
- Software shall be offered in user packs as available from the specified manufacturer.
- Licenses and/or media for purchased software must be furnished upon request.
- The Contractor must also make available documentation for all software products as well as media, and manufacturer Subscription or Support offerings.

1.3.5.2 VERSIONS

The Contractor will provide only the latest published and available manufacturer's versions of all software unless otherwise requested. If a requested product version is no longer available, Contractor will quote the next available product version. The product offering should include single-user as well as multi-user versions when available from the manufacturer. For certain widely deployed software types, the State will wish to determine the software version available. The State may also need to obtain old versions for specific applications; the Contractor will assist in acquiring these versions. Beta copies of software will not be accepted.

1.3.5.3 SOFTWARE DELIVERY

Where a Contractor has no established relationship with a software publisher, Contractor will work to establish a relationship to be able to deliver software as requested.

If Contractor is unable to obtain the commitment to deliver the software within three (3) business days after receipt of the request, Contractor shall advise the MMCC Contract Administrator. The MMCC Contract Administrator will determine, in consultation with Contractor and the requesting agency:

- a. If Contractor should continue to try to obtain the requested software or
- b. If the software will be obtained through another procurement process.

1.3.5.4 UPGRADES

The Contractor must offer all upgrade offers from the manufacturer as well as competitive upgrade offers for the same product. The Contractor will support, document and distribute all manufacturers' upgrade or "Special" offers. If the upgrade is provided from the manufacturer at no charge, this must be passed on free of charge.

1.3.5.5 ADDITIONAL PRODUCTS

If the State seeks to add a product to the catalog, a quote will be requested from the Contractor. Before any item can be added to the Contract, the MDIT Catalog Administrator must approve the product description and current pricing.

The State may initiate a request to add a product by providing functional requirements for the product to the Contractor. Contractor is responsible to develop a standard grid to be used by the State to analyze the products identified by the Contractor as meeting the desired functionality.

The Contractor and the MMCC Contract Administrator will administer the product set.

1.3.5.6 ENTERPRISE VOLUME PURCHASE PROGRAMS & SOFTWARE AGREEMENTS

The State may enter into volume purchasing programs with specific software manufacturers when those programs are in the best interest of the State as an enterprise. Contractor must support and manage existing and new Volume Purchasing Agreements.

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Contractor must assist the State in identifying software publishers/manufacturers that may be receptive to volume purchasing agreements, and recommend additional such programs that may be advantageous. Contractor must coordinate with the State and the publisher/manufacturer to enroll in or subscribe to such programs.

Contractor providing the software products listed below must be a large account reseller (or comparable term) and manage volume license agreements, at no additional services fees, for software to include, but not be limited to:

Adobe
BMC
Citrix
HP
IBM
Microsoft
Novell
SAP
Symantec

Management of the volume license agreements will include, but not be limited to:

- a. Tracking the number of State licenses
- b. Prompt notification to the State when the license numbers affect the terms and conditions of the agreement(s)
- c. Assist the State with preparing and submitting to publishers all required reports or other requirements of the publisher/manufacturer to ensure the State is compliant with applicable licensing terms and conditions.

The MMCC Contract Administrator will be contractually responsible for the agreements, while the Contractor must administer the programs and serve as the program reseller under the requirements of the specific program. The MMCC Contract Administrator must involve the Contractor in all program contract issues and negotiations necessary for the Contractor to successfully execute program administration and reseller responsibilities.

1.3.5.7 LICENSE TRACKING

Contractor will provide information in the format specified by the State for tracking license renewals and license volumes for notification of thresholds for volume license agreements as part of the State's software asset management.

1.3.5.8 MICROSOFT SOFTWARE

The State has signed a Microsoft Select Software Agreement. This software agreement affords the State special discount pricing based on volume purchases. The State of Michigan qualifies for Level D pricing from Microsoft. The State will designate the Contractor to represent the State of Michigan as a Reseller for these agreements. The Contractor must have a relationship in place with Microsoft, and be able to provide products to the State.

1.3.5.9 WARRANTY

The Contractor will provide manufacturer's standard warranty offering on software titles. A manufacturer's standard warranty is considered the basic warranty that comes with a software title and is included in the software title price. Products will be warranted by the publisher/manufacturer, not the Contractor.

1.3.5.10 SOFTWARE SUPPORT/ MAINTENANCE:

The Contractor shall ensure the provision of maintenance, and continuation of maintenance, for software directly from the publisher/manufacturer consistent with the levels of service currently provided to the State by identified software companies. All manufacturer maintenance and support is expected to be provided by the publisher/manufacturer, not the Contractor.

Maintenance for Software shall begin the day after the warranty period expires. Maintenance is defined as providing replacement copies or correction services to correct any error, malfunction or defect in the software; updated versions of the software that are improvements, extensions, maintenance releases and updates, error corrections or other changes that are logical improvements or extensions of the original software supplied to the State; documentation updates; and access to remote technical support. Maintenance does **not** include professional services to modify, customize or enhance software functionality to meet specific State business requests.

Maintenance available from the publisher/manufacturer must be available to the State to purchase via the Contract. If maintenance is required with the purchase of any manufacturer's software, the terms of this maintenance must be identified in the catalog. For example; "2 years of software maintenance must be purchased at the time the product is purchased, and the maintenance will cover free upgrades to all major software upgrades available from the

manufacturer during the two-year period of maintenance software.” If maintenance is purely an option with the purchase, this must be identified in the Product Web Catalog.

The State must receive mutually agreeable continuity of maintenance services directly from the software publisher/manufacturer as the State transitions to Contractor's services and for the term of the Contract. This should be part of the transition plan.

The Contractor shall provide the following options, as available from the software manufacturer or internally from the Contractor:

1.3.5.10.1 BASIC SUPPORT

The Contractor shall provide Basic Support, as available from the software manufacturer or internally from the Contractor.

Support for software licenses purchased should include automatic upgrades and patches, as they are released, unless otherwise requested.

Toll free telephone support at graduated service levels of coverage (5x8, 7x24, etc.)

1.3.5.10.2 ADVANCED SUPPORT

Advanced support consists of, but is not limited to:

- Installation, integration, configuration, and upgrade of new software or new versions
- Removing old software versions
- Software testing
- Developing methods for data file conversion
- Restoring user environment
- Reviewing changes with user
- Updating on-site documentation

The State has determined a need to include support for certain State standards as part of this Bid Category. The State will have the option of requesting certain support types through a Statement of Work to the Contractor. Refer to Appendix 1.0.B Statement of Work. Descriptions of the support resources and required personnel are included below.

The Contractor shall provide the following technicians and will include hourly rate information:

1.3.5.10.3 Senior Software Support Technician

Should have at least 2-3 years of experience as junior technician troubleshooting software on personal computers and servers. Possess skills required for deploying large-scale software installations. The following are examples of tasks to be performed by a Senior Software Support Technician:

- Project leadership, coordination and end-user interaction
- Develop and implement testing plans
- Troubleshoot complex hardware and software integration issues
- Desktop and Network software installation expertise
- Update software or project documentation
- Appropriate Certification, for example:
 - Certified Novell Administrator (CNA)
 - Project Management Professional (PMP)
 - Microsoft Certified Technology Specialist (MCTS)

1.3.5.10.4 Junior Software Support Technician

Should have 1-2 years of experience troubleshooting personal computer and server software. Should have experience participating in large-scale software installations. The following are examples of tasks to be performed by a Junior Software Support Technician:

- Execute project plans including rollouts and testing plans
- Troubleshoot hardware and software integration issues
- Desktop/Server software installation expertise
- Update/Create software documentation
- Update/Create project documentation
- Appropriate Certification, for example:

- Microsoft Certified Professional (MCP)
- Certified Novell Administrator (CNA)

1.3.5.10.5 Associate Software Support Technician

Should have some experience working with and loading personal computer software. The following are examples of tasks to be performed by an Associate Software Support Technician:

- Install desktop software
- Test desktop software
- Update documentation
- Troubleshoot desktop software

1.3.6 REPORTS

In addition to the reports specified in the Section 1.0, Contractor shall publish the following reports on the Product Web Catalog and update according to the frequencies listed below:

1.3.6.1 MONTHLY

- Time & Materials Status Report
It shall include the Purchase Order number, project name, proposal number, start date, end date, support specialist's name, number of hours, number of hours worked, number of hours remaining and/or remaining milestones, total amount, amount used, and amount remaining.
- The Contractor will provide a report, in electronic form, on a monthly basis listing all software orders **which have not been fulfilled in accordance with the delivery time requirement**, including the following information:
 - a. State of Michigan PO #,
 - b. Contractor's Order #,
 - c. Contractor's Item #,
 - d. Manufacturer Item #
 - e. Product Description,
 - f. Manufacturer,
 - g. Quantity Ordered,
 - h. Unit Price,
 - i. Date Ordered,
 - j. Estimated Shipping Date/Comments.
- Monthly rolling report of software license/maintenance renewal notice to be provided on the following schedule before renewal date:
 - a. Six (6) months prior
 - b. Three (3) months prior
 - c. One (1) month prior

1.3.6.2 QUARTERLY REPORTS

1.3.6.2.1 Software Renewal Report

The Contractor shall provide this report with a lead-time of one quarter to insure timely renewal of hardware and software maintenance. The report shall include the previous Purchase Order number, quote, timeframe, and expiration date.

1.3.6.2.2 Software Publishers/Manufacturers Under Agreement

Quarterly report of all software publishers/manufacturers under agreement with Contractor, to include:

- a. Name of company
- b. Dollar Volume of Purchases
- c. Quantity of Purchases

1.3.6.2.3 Quarterly Reports for Both the Previous Quarter and Fiscal Year to Date

- 1) **Software License Purchases:** description, type of license, quantity, # of licenses
- 2) **Basic Software Support Purchases:** description, # of licenses supported, type of support
- 3) **Contract Usage Reporting -** Contractor will report, within ten (10) days of the end of each quarter, to MDIT all purchases made from its contract. At a minimum, the electronic report that can be sorted shall include:
 - SOM Purchase Order,

- PO Date
- manufacturer item number,
- manufacturer name,
- product description,
- version number,
- License numbers,
- State unit price,
- quantity, and
- Agency name.

1.3.6.3 Ad Hoc - User Generated Reports

The Contractor will provide Ad Hoc reports as requested. These reports will be made available free of charge, within no more than 2 business days of the request ninety percent of the time.

State agencies will require reports as specified in User Generated Reports, or the ability to request ad hoc reports from the Contractor based on any combination and sort order of these data elements. Fields available will at a minimum include:

- a. Customer Name,
- b. Customer Number,
- c. Customer PO #,
- d. License number,
- e. Contractor's Order #,
- f. Reseller Item #,
- g. Manufacturer Item #,
- h. Product Description,
- i. Manufacturer,
- j. Quantity Ordered,
- k. Unit Price,
- l. Extended Price,
- m. Date Ordered,
- n. Date of Invoice,
- o. Ship Date,
- p. Quantity Shipped,
- q. Product Type,
- r. Platform,
- s. Ship To: Name, Address Line 1, Address Line 2, City, State, Zip

1.3.7 PRICING

It would be impractical to itemize every software product offered by the required manufacturers on the cost model; however, markup percentages by manufacturer must be offered on all similar products by that manufacturer.

The State expects that the total price for all services and software will not exceed the GSA price, if available for the product.

The Contractor shall obtain quotes for all eligible educational discounts and pass the discounts to all eligible entities for all eligible purchases

If there are any price reductions during the term of the contract, the State shall pay the reduced price for any software ordered after the reduction takes place. If there are pricing increases during the term of the contract, the State shall be provided justification from the Contractor in writing, before the increases will be accepted by the State.

Contractors must inform and assist the State/MiDEAL members, as necessary at no charge, to take advantage of all educational discounts, special offers, promotions, new releases, bundles, rebates, availability of site licenses or master upgrade programs that are offered by publishers/manufacturers or the Contractor and pass the benefits to the SOM/MiDEAL purchasing entity.

Contractor will be paid for services as identified in a PO. The labor category hourly rates for software support services requested by a SOW may not exceed the hourly rates specified in the Contract. Contractor will be required to provide time records and/or other documentation that all direct hours billed have actually been expended by its employees, or those of subcontractors, totally and productively in the performance of the support services.

1.4 INPUT AND OUTPUT DEVICE SECTION

1.4.1 PURPOSE

The purpose of this section of the Request For Proposal (RFP) is to obtain proposals to provide output management services for digital copiers, faxes, scanners, printers, and multi-functional office devices (individually and collectively, "Equipment") on a cost per image basis as well as purchase for all State of Michigan departments and agencies. The State of Michigan desires to continue and modify the MiPRINT program to better meet the changing needs of its agencies.

1.4.2 BACKGROUND

The State has a current output management contract with IKON Office Solutions, using pricing based on cost per image. The contract and services are provided to meet the State's MiPRINT program designed to address document output workflow evaluation, device recommendation and placement and full support services. The contract offers all current printer, copier, scanner and fax devices and associated services and support. Fax devices offered through the contract are high volume only. High volume fax machines are defined by MDIT as any fax device with monthly usage of more than 200 pages total with a cost of \$500 or more. Under the current contract, State agencies have the discretion to use the contract in conjunction with MDIT's assistance to have the agency's equipment output evaluated and order services and equipment from IKON.

1.4.3 IN SCOPE

The scope of the document output management services in this Contract includes print, copy, scan or fax of documents in the office work area environment. **The State will require an option to procure wide-media plotting devices for technical specifications printing under this contract.**

The contract will include the following:

1. An optional output evaluation of an agency's current environment, output work flow and requirements
2. A recommendation of output solutions
3. Implementation of output solution
4. Ongoing maintenance and support, with technology refresh

In addition, the State currently purchases stand alone plotters, scanners and printers from a separate contract from the Michigan Master Computing Contract (MMCC). It is the State's intention to purchase output devices from the contract resulting from this RFP.

The primary objectives of office document output management for the State are:

- Implement flexible output solutions to meet the varied business needs of State agencies
- Increase office productivity and provide cost-effective and energy-efficient office document output production that leverages advancing technology
- Take a managed approach to output management on an enterprise-wide basis
- Improve efficiency of document flow between and within agencies
- Use industry expertise to select optimal output solutions
- Achieve maintenance and internal efficiencies with standard solutions that meet agency business needs while reducing diversity of output devices

Contractor will be required to provide for measurement and reporting of MiPRINT solution quality metrics for all in-scope hardware, software and services related to this Statement of Work. Contractor will also create and provide all status forms and acceptance sign-off forms approved by the EPM for MiPRINT as used in the program stages.

1.4.4 OUT OF SCOPE

Production, high-volume, print service solutions are not part of the scope of services, except for integration considerations to existing State in-house high volume output services. Currently leased equipment will remain within the State until the lease expires.

1.4.5 TASKS, REQUIREMENTS, AND DELIVERABLES

This section defines the tasks, requirements, and deliverables necessary to execute the products and services. The section presents the (5) five stages in terms of process, service level agreements (SLA) requirements and performance standards, and a listing of deliverables for each stage.

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1.4.5.1 DISCOVERY: OUTPUT EVALUATION (OE) BY CONTRACTOR/MDIT/CLIENT AT THE AGENCY'S REQUEST

The Discovery Output Evaluation will be provided by the Contractor upon the request of the Agency. This service is at no cost to the State.

The Discovery stage has two primary objectives. The first objective is to understand and document the Agency's primary business functions in entirety at an executive level, and prioritize work areas to be evaluated. This includes developing a general understanding of the work area products and services and the processes by which they are delivered to customers. The second objective is to gather and document information to develop an accurate and scalable implementation design that addresses the identified work flow output requirements. This gathered data provides a foundation for the output device inventory.

At the request of the client, Contractor/MDIT/Client will be responsible for conducting a work area output evaluation for each business area. The information gathered during this output evaluation allows Contractor/MDIT to organize current assets and workflow for maximum productivity and cost effectiveness in the recommended solutions to the Agency. This output evaluation will be performed by tenured Contractor staff possessing demonstrated expertise in output evaluation skills.

Commencement of specific work area output evaluations will be conducted pursuant to the MiPRINT program policies and procedures which may be obtained through the EPM or their designee.

Contractor/MDIT will use a variety of tools, including user surveys, focus group interviews and data collection methods to collect relevant output evaluation information. In some instances, software or click-counting tools may be installed on existing devices to measure current work output.

Contractor is responsible for interfacing with MDIT staff for data collection and discussion regarding IT infrastructure in areas which include but are not limited to: MiPRINT data collection and monitoring software; print drivers; network drops; and IP addressing.

Current devices such as non-networked, desktop printers will need to be identified to Contractor/MDIT during the output evaluation. Generally, data on toner cartridge use will be used for estimating non-networked printer use, using current industry standards on toner coverage as the basis for estimating. The Agency Program Coordinator is responsible for making this data available.

Contractor output evaluation services shall include documentation of inventories of current and future recommended hardware (i.e. printers, copiers, fax machines, scanners), and output management software applications and features for the assessed work area in a standard template format. Inventory will be mapped in the document to current business workflow needs defined in the output evaluation. This inventory will include at a minimum: hardware make and model; equipment serial number; cost breakdown per unit and projected total cost; physical location; current device ownership status (rent, lease, purchased) and relevant dates for acquiring current device; current, peak and projected future output management workload quantities; quantities per workload job and workload process flow. Contractor current equipment data will be added to the master State of Michigan inventory database for MiPRINT by Contractor and maintained for tracking and reporting purposes. Contractor will transition this database to the State following the expiration of the Contract in a format reasonably agreeable to the State and Contractor.

Contractor shall demonstrate consideration of agency budget constraints by endeavoring in the exercise of good faith to propose solutions that are designed to generate savings or provide cost avoidance for the work area. This should include identification of transitional options such as re-deployment of existing state equipment from another area.

During the OE, Contractor shall give consideration to and demonstrate awareness of existing forms and centralized State of Michigan print services and publications repositories in order to leverage and apply that awareness to effective output management solutions for Agency business needs and work flow.

Contractor/MDIT shall interact with the authorized APC, who is the designated communication contact to facilitate the output evaluation process. APC's responsibilities include:

- responsibility for identification and access to building and work area
- identification of interview candidates to best define workflow output and requirements to Contractor/MDIT
- follow-up with Contractor/MDIT to ensure that Agency resources are available and activities proceeding effectively
- prompt response to issues or questions requiring Agency decision and feedback are addressed.

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Emergency output device needs will be identified to both the VPM and the EPM by the Agency APC and addressed by Contractor/MDIT on a case by case basis.

All MiPRINT Output Evaluation services must adhere to the State of Michigan's project management methodology as delineated in the Terms and Conditions section of this RFP.

The Contractor shall deliver:

- (1) Work area output evaluation documentation in standard template format providing current inventory, location, business workflow and output needs, current costs, and device life cycle data.
- (2) An accurate State of Michigan inventory database of current equipment, including make, model, location, serial number, capability/features, ownership, costs (if available). This Contractor master inventory is updated continuously with output evaluation data as it is collected.

1.4.5.2. DESIGN: MiPRINT OUTPUT EVALUATION RECOMMENDED SOLUTION (OER)

The results of the output evaluation will be a detailed recommendation report for each agency (Output Evaluation Report-OER). Recommendations within the OER must include technology refresh recommendations, and recommendations on related/interfacing technologies that may impact current and planned State output management solutions. The OER will be a standard format that provides clear comparison for current and proposed equipment including cost breakdown information on a cost per image basis which encompasses all equipment, supplies, and services related to the device (excluding paper).

The OER will include a proposed implementation plan for the recommended devices, including subproject activities and tasks and the resources required to execute the plan. The implementation plan will be in industry standard project plan format (Gantt chart) using MS Project software.

Currently leased equipment will remain within the State until the lease expires.

The OER equipment selected will be based on workflow volume/feature bands. A defined and controlled list will limit multiple devices providing duplicate functions and avoid the tendency to 'catalog-order' equipment. Any additions or changes to this offering will be reviewed and approved by the EPM through the Exception Policy which defines the processes for, but not limited to, exceptions to Contractor recommendation for device type, quantity, features, and special devices not included in the Cost Model.

Current output related costs will be presented in a Cost Per Image format to facilitate common base comparison of current costs to recommended solution costs. The Cost Per Image price includes all output evaluation costs, implementation costs, cost of supplies excluding paper; maintenance (preventive or corrective) and technology refresh activities.

The OER must also provide evaluation test data for output management hardware and software solutions that the Contractor is recommending. This data must validate or support output capability assumptions made in Contractor's proposed output management configuration recommendation.

The OER will include premises infrastructure, network requirements, and electrical for the recommended solution implementation.

Contractor will develop an Agency master document output management evaluation plan and weighted model for output management hardware, software and services that is updated with data from performed output evaluations, and recommended standard work area output scenarios based on initial work area evaluations. The model must be designed with variable weighting capability by criteria in a standard model to match to agency business/functional needs.

The OER must capture opportunities for better output management solutions through business process reengineering even though actual execution of related business process reengineering projects is not within the scope of this contract.

Contractor will define a recommended training plan based on assessed skill level and recommended solution equipment and features including resource needs, time and schedule allocation estimates.

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Contractor will be responsible for endeavoring in good faith to recommend solution(s) that are designed to meet or exceed the reasonable expectations of State of Michigan office work area business needs while attempting to maximize efficiency savings, interoperability and scalability. Contractor will endeavor to provide the Agency a recommendation that is designed to provide decision flexibility in recommended output solutions by identifying any candidates for an exception process and by recommending transitional solutions if business needs dictate.

The Contractor shall deliver:

- (1) An Output Evaluation Report (OER) that provides a standard format of current environment, use and cost and the recommended solutions to address business needs.
- (2) Evaluation and test data and verification available upon request for support of equipment recommendation capability and assumptions.
- (3) A Training Plan for work area users, key operators, Help Desk interface employees etc. which defines skill level, courses or concepts to be trained, suggested sequence and schedule
- (4) An updated Contractor master inventory database

1.4.5.3 PLAN: AGENCY RECOMMENDATION REVIEW AND DECISION TO PROCEED

Data gathered during the output evaluation, analyzed and organized by Contractor into the OER, including current and future workflow and asset management recommendations, will be presented by Contractor to MDIT. After MDIT has reviewed the OER, MDIT and Contractor will present the final OER to the APC for their review and approval. The Agency Program Coordinator will manage the presentation scheduling.

The presentation will include decision support data such as specific end user requirements, cost benefit calculations, required resources and implementation steps, milestones and timelines.

Contractor will respond in a timely manner to any follow-up or clarification questions on the recommendation after the presentation, through the Agency Program Coordinator.

Any changes to the recommended solution proposed by Contractor will be managed through the Agency Program Coordinator. The final MiPRINT recommended solution for the work area will be reviewed by Contractor/MDIT.

Final approval of the recommendation and authorization to proceed with implementation is made by the Agency through a signature on the MiPRINT AOA.

Acceptance of the recommendation is voluntary by the Agency.

The Contractor shall deliver:

- (1) Presentation of the OER to MDIT staff and the APC.
- (2) Response to follow-up questions and final OER document with all approved changes.

1.4.5.4 IMPLEMENT: IMPLEMENTATION OF OUTPUT SOLUTION

Requirements in this stage involve equipment placement, connection, testing and acceptance by the Agency, and user training.

Contractor, MDIT and the Agency Program Coordinator (APC) will map the approved recommendation and implementation plan to a detailed implementation schedule for deploying and integrating the recommendation into the operational environment. This plan is then presented to MDIT by Contractor for approval and scheduling.

The detailed implementation plan and schedule will include consideration for:

- number and skill-set of Contractor personnel required
- transportation for Contractor personnel is the responsibility of Contractor
- security and building access requirements to be facilitated by APC
- hours of work area operation and special business events/processes impacting installation schedule
- meetings with all Contractor, MDIT and State work area personnel involved in implementation to review detail plan, schedule and status
- network site survey and integration with infrastructure staff to verify connectivity processes and power requirements
- definition of billing/invoice process and Agency establishment of account detail for billing

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- communication with other vendors on current equipment, service contracts, and de-installation procedures

Contractor will define the implementation strategy and detail schedule to minimize disruption to normal operating routine and business activity, with the input of the APC in defining business activity events which may impact the schedule.

Contractor will provide all necessary resources reasonably required to meet deployment, integration and testing milestones of the recommended and approved solution implementation plan.

The APC will facilitate building access and logistics to enable Contractor to implement according to the defined schedule.

The implementation plan shall include detailed coordination with network, IT, infrastructure and application resources for the work area and Agency business processes to ensure a smooth and comprehensive implementation. Contractor will comply with all State of Michigan firewall, security, data and facility access standards and processes.

The implementation plan will identify and include a plan for retrieval of any on-site equipment that will not be utilized. The Agency is responsible for coordination of removal of existing equipment defined in the implementation plan for the work area.

Coordination with other vendors is managed by MDIT and when necessary, the APC. Disposition of equipment which will not be utilized will be made based on a decision hierarchy of re-deployment of unit to another work area or Agency as the first strategy, or processing through the existing State of Michigan Surplus program, whichever the State determines to offer better value for the State.

The implementation process will adhere to the State project management methodology standards.

Project schedule status will be reviewed with APC at regular intervals during the implementation period.

Contractor will place the equipment (multi-functional units) within 3 days of the mutually agreed upon schedule dates for both new equipment and relocated or re-deployed equipment. Failure to place equipment within agreed upon dates due to the Agency failure in site preparation, access, or any other Agency task responsibilities, will not be considered Contractor failure in placement. Contractor will work with the Agency APC to resolve the problem and place the equipment as quickly as possible. Inability to place equipment due to catastrophic or weather related causes will result in adjustments to the implementation plan which are mutually agreeable to the Contractor, MDIT and the APC. Unresolved issues will be escalated to the State of Michigan Enterprise Program Manager. Contractor should be able to fill and deliver copy machine only orders on-site within four (4) days of order placement.

Contractor will be responsible for conducting equipment orientation and training pursuant to the defined implementation training plan for State of Michigan personnel on equipment hardware, software, procedures and support processes as defined in the implementation plan.

All equipment involved in the work area implementation will be included in the updated inventory database, maintained by Contractor.

Contractor is responsible for transferring new equipment to the designated location, receiving and installing the equipment, and testing to ensure satisfactory operation.

Equipment preparation, staging sites and delivery logistics for equipment to be implemented, are the responsibility of Contractor, with assistance, as needed, from the APC to provide facility access and procedural information. Logistics management will include data tracking to validate proper equipment delivery, setup and placement according to the accepted implementation plan and schedule.

All equipment will be tested upon final placement and connection to verify operation.

Contractor placed equipment will be tagged for identification and inventory by Contractor

Contractor will provide equipment operation and user guide manuals for placed Contractor equipment. MiPRINT User Guide information and tips will also be maintained on the web-site.

Completion of implementation will be verified through APC sign-off on the Implementation sign-off form provided by Contractor.

Upon completion of implementation and sign-off, all users will receive a survey to assess Contractor equipment satisfaction, installation courtesy and process, and training effectiveness. Survey results are reviewed by Contractor and forwarded to the Agency APC and MiPRINT Enterprise Program Manager.

Cost of print servers and all related costs are borne by the State.

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The Contractor shall deliver:

- (1) Detailed implementation work plan and project schedule created with Contractor and MDIT and maintained by Contractor with input and approval by APC.
- (2) Resource Plan to meet implementation schedule
- (3) Training plan definition, schedule and execution
- (4) All hardware and software required to fulfill the implementation plan
- (5) Inventory identification tagging on all placed and maintained equipment by Contractor.
- (6) Equipment delivery to facility, deployment, and testing of placed equipment
- (7) Post implementation survey to users with results report to APC and EPM
- (8) Execution of equipment disposition plan, where applicable.
- (9) Equipment operation manuals and user guides
- (10) Inventory update to Contractor master inventory database with implemented equipment, replaced equipment, disposal activity.

1.4.5.5 SUPPORT: ONGOING SERVICE SUPPORT

Once implementation is complete for a work area and acceptance signoff is received, Contractor will provide on-going support services for the output management devices placed by Contractor. These services encompass numerous tasks and deliverables defined in this section, and expanded individually in subsequent sections in further detail as appropriate.

Contractor shall supply an on-site support staff person which will sit with MDIT support staff located in MDIT Depot in Lansing, Michigan. The responsibilities of this person shall include: assisting the APC's in the ordering of devices, reviewing paperwork to be submitted to the Contractor for orders; and coordinating the delivery and training on the leased devices. The position also serves as the first line of contact for technical questions from MDIT staff. The proposed person should have extensive knowledge of the Contractor's processes and have good customer service skills. It is preferable that the proposed person have knowledge of Remedy. The cost of the support person shall be included in the CPI cost. The Contractor must submit a resume for the proposed person for this position.

Contractor shall provide **optional** installation services staff as needed by MDIT. Services will be requested through a Statement of Work (SOW) process on a case-by-case basis with 10 business day advanced notice. Installation services will include connecting the device to the network and loading the appropriate drivers so that the clients can fully utilize the device after installation is complete. The installation staff should have sufficient technical skills to install the appropriate drivers, extensive knowledge of Multi Functional Devices (MFD), and basic trouble shooting skills. The intent is that the clients will be able to print/scan/fax upon completion of the installation. Contractors are required to provide an hourly rate on the installation services tab in the Section 1.4 Cost Model.

Contractor will perform regular equipment monitoring of placed equipment including equipment performance, usage, and service repair calls. This data will be tracked and analyzed on a regular, mutually acceptable basis across all installations, and as requested by specific APC's or the EPM to be used to analyze gaps in output evaluation recommendations and usage assumptions versus actual use volumes, workflow, and trends. Contractor also will provide, upon request of the State, performance benchmarking and cost comparison efforts in order to assess services relative to current industry standards and perceived best practices. Contractor will review documented verification of industry benchmarks and gap analysis of State of Michigan actuals to benchmarks with the APC and EPM, and make adjustment recommendations, if and to the extent applicable.

Contractor at its discretion may host a yearly forum showcasing Contractor products and capabilities for State of Michigan employees at a mutually agreed-upon location in Michigan. The agenda will include new technology, user guidelines, tips and best practices for increasing efficiencies in output production and management. All costs related to the forum will be borne by the Contractor.

Contractor will distribute a yearly end-user survey to assess level of customer satisfaction with equipment and services. Survey results will be returned to APC for each Agency and summarized/reported to the EPM.

A complete inventory of leased equipment, software and features will be maintained in a database and will include Cost Per Image data for devices, volume thresholds, life cycle/refresh cycle data and utilization parameters. The data will be current and updated as equipment changes location and/or ownership, feature are added, equipment disposition occurs etc. Inventory data will be provided to APC's on a regular basis and to EPM as requested.

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Contractor is responsible for, and will host a customized State of Michigan MiPRINT Website for use by the State of Michigan and the approved Contractor community. Contractor will work with the State to develop this Website within 60 calendar days of contract effective date. The Website will be designed to offer the State of Michigan a customized, interactive point of information for end users. Day-to-day management and updates of the Website will be the responsibility of the Contractor, with the State of Michigan having final approval over all content. The State will provide an Intranet site that will include all process and procedure documents, contact information, state standards, and a link to the Contractor's Website.

The Contractor will provide a Website that provides two access levels based on roles.

The unrestricted role will have access to the following information:

- Directions & cheat sheets
- List state-approved devices including state pricing and product descriptions
- Portal to restricted login
- Order supplies (need e-mail/phone, device#)

The restricted access features will include: (Restricted access will be limited to APC's and authorized MDIT staff.)

- On-line Order Agreements
- Device move request
- Reporting page which includes the inventories by agency (must include the lease expiration date)
- Repair report
- Annual survey
- Online printable forms

Contractor shall provide access to online web services that can allow APC's to request installation of new devices or move of existing devices through login to the Contractor's Website. The request shall capture the device type, lease term, location, & installation date, and would initiate transmittal of the AOA to the APC.

Contractor will direct, administrate, and manage a comprehensive lifecycle maintenance program for all Contractor output management devices and software. This maintenance will include a technology refresh program. The refresh period is defined as the period of time for which an item of equipment shall be placed before it is eligible for a mutually acceptable technological upgrade as per the terms and conditions of the resulting Contract(s).

Prior to refresh replacement of equipment, Contractor and MDIT, when requested, will perform an evaluation of equipment and document the workflow to determine the proper piece of equipment with which to refresh. Contractor will provide cost and business case justification to support the recommendation.

Contractor will perform ongoing supplies monitoring of Agency supply orders to gather usage data for analysis on equipment use, toner recycling, and life cycle projection.

All service calls for equipment which has been assessed and included on an accepted implementation, including digital copiers, fax machines, printers, and scanners which have not been replaced, will be managed through the MDIT CSC Help Desk. Specific Help Desk process and procedures are available through MiPRINT. This service shall follow current break/fix processes detailed in Appendix 1.4 C SOM Current Break/Fix Process.

For Contractor devices that do not require technical expertise or special handling for supply, toner and chemical replacement, Contractor will provide supplies, toner and chemicals to meet equipment needs and the State will install replacement toner, chemical and supplies in these devices as necessary. These supplies and consumables will be ordered through a vendor supplied toll free phone number or Website. For devices that require technical expertise or special handling for supply, toner and chemical replacement, Contractor shall provide and install supplies, toner and chemicals to meet equipment needs.

Technical Service call support will be provided through a separate dedicated toll-free telephone support number at no additional charge. These calls will be placed to the Contractor by MDIT support staff. Specific service level agreements for equipment failure and repair support are defined in Section 1.4.7.3 . These SLA's shall be reviewed and revised on a continuous basis with final process changes approved by the State of Michigan. Calls not involving break-fix or standard repair maintenance will be managed by Contractor as follows:

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Preventive Maintenance for Contractor Supplied Devices

Preventive maintenance will be based upon the specific needs of an individual output management device model as determined by the manufacturer and Contractor. Preventive maintenance services may include, but are not limited to, necessary cleaning, periodic adjustments, and replacement of worn components at scheduled intervals based on the output management volumes. In the event such services may take up to several hours to perform and may cause inconvenience to an agency or department, Contractor will make every effort to contact the key operators at least eight (8) business hours before scheduling any preventive maintenance repairs. These services are included in the cost per image charge. Contractor will be responsible for any and all costs involved in the maintenance operation, including travel, parking, labor and parts replacement.

User Guide Questions

Contractor will provide User Guide tips and manuals available to assist the end-user and key operators. User Guide tips will be available and maintained by Contractor through the Website and in hardcopy. Operator manuals will be available in hardcopy form for placed equipment. Contractor will also respond to calls placed on behalf of agency end users by MDIT support staff for any user questions involving, but not limited to, navigating the output driver software, specific device feature use, and interpretation of device error messages, within the "Standard Maintenance Calls" time window defined in Section 1.4.6 PROBLEM MANAGEMENT SYSTEMS AND PROCESS.

The Contractor shall deliver or provide for all of the following:

- (1) Contractor shall supply an on-site support staff person which will sit with MDIT support staff located in MDIT Depot in Lansing, Michigan.
- (2) Maintain an IT Help Desk support line for MDIT's use.
- (3) Contractor shall provide optional installation services staff as needed by MDIT. Services will be requested through a Statement of Work (SOW) process on a case-by-case basis with 10 business day advanced notice.
- (4) Contractor should supply a separate toll-free line or Website to the agencies to contact for consumables.
- (5) Monitoring and tracking data and reports on actual usage data, including benchmarking cost comparison analysis.
- (6) Annual technology forum at the option of the Contractor.
- (7) Annual end-user survey distribution, result and report summary within 30 calendar days of the State's fiscal year.
- (8) Complete, current inventory of the State's leased equipment.
- (9) Web-site creation and maintenance.
- (10) Equipment technology refresh review and recommendation justification.
- (11) Equipment technology refresh execution.
- (12) Service support and preventive maintenance.

1.4.5.6 TRAINING AND TECHNICAL ASSISTANCE

Contractor must have staff able to provide technical assistance and training to State agencies at any location, including problem solving, machine operation, etc. Contractor must have ready access to manufacturers' technical resources for problems that are beyond the ability of the Contractor's service staff. An operator training program must be provided by the Contractor upon request. Following installation, a primary operator and back-up operator must be trained for each location. This training must be done on-site. Additional training sessions may be requested by an APC. Contractors must furnish technical assistance in the operation and maintenance of machines on request. Such assistance shall be available within 24 hours and without additional cost. Contractors must furnish descriptive literature of all their awarded model(s) to any APC that requests it. Descriptive literature must be sent to the APC within 24 hours after a request is made at no additional cost.

1.4.5.7 SECURITY REQUIREMENTS

- (1) Devices must be able to be controlled or accessed by Active Directory or E-Directory.
- (2) Internal drives must have the ability to cleanse the data on the device after data has been outputted.
- (3) The device must not allow split horizon between the hardware interfaces. (In other words, two active network interfaces can not be configured to allow data to come in or out of one network interface and move in or out of another network interface on a device at the same time.)

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- (4) The device must have the ability to authenticate a user prior to printing or scanning a sensitive document.
- (5) All remote management of the device must be able to be configured from a central location. If SNMP is to be used it must be version 3 or greater.
- (6) All warranty replaced hard drives must be disposed of according to Federal or State of Michigan standards.
- (7) Data stored on devices should be encrypted or stored in such a manner as to not allow the ability for outside forces to re-create the document or image.
- (8) Devices that use WiFi interface must be able to support WPA2.

1.4.5.8 MANAGED SOFTWARE REQUIREMENTS

The managed software must have a back-end SQL database and perform automated meter collection. The software must allow authorized MDIT staff to manage settings on remote devices and it must be able to inventory all networked I/O devices. Software support, updates, tech support, etc. are required and the software must provide for active and passive polling.

The software must be able to work with all manufacturers to pull information from printers (device status, firmware levels, service codes, etc.) and it must be able to do service reporting, i.e. downtime reports, etc. and be able to provide a graphical dashboard of Device status i.e. monitor or monitoring (standard printer MIB). Devices in an error state must have priority display.

1.4.5.9 GREEN REQUIREMENTS

The State of Michigan requires that the devices be Energy Star compliant, be so labeled, and the Contractor document the energy savings the State can expect to realize per year by implementing suggested devices. The devices must also minimize the amount of overhead needed during operation. This includes heat, air conditioning, consumables, as well as having an option for reduced toner used on a per document basis.

All devices must minimize wasted paper during the course of standard use, and function properly when using recycled paper products. For purchased devices, the use of recycled toner and recycled paper products will not void the manufacturer's warranty or compromise the functionality.

The State also requires that the devices utilize high yield toners when available, and that the Contractor recycle all toner bottles or cartridges at no additional charge to the State.

1.4.5.10 FLEET MANAGEMENT

The Contractor recognizes that the State may from time to time wish to move one or more machines leased from Contractor pursuant to an Agency Order Agreement to another State location or agency for the purpose of optimizing machine usage and functionality within the State's network of agencies. In such case, the applicable State agency ("Requesting Agency") shall submit a request in writing to Contractor, at which time Contractor shall place the applicable machine on a "Redeployment List." When a subsequent order for a machine is received by Contractor from any State agency, Contractor shall first attempt to deploy a machine listed on the Redeployment List with that agency ("Accepting Agency"). Contractor shall inform both the Requesting Agency and the Accepting Agency if a machine is available from the Redeployment List. If both the Requesting Agency and the Accepting Agency agree to the redeployment of such machine, Contractor shall make all reasonable efforts to accomplish the redeployment. The Requesting Agency shall be responsible to pay Contractor the moving fee, if any, if a machine is redeployed at the Accepting Agency. Both the Requesting Agency and the Accepting Agency shall sign a Contractor agreement in advance of the redeployment that transfers all financial and other responsibilities under the Contract and the original Agency Order Agreement for the redeployed machine from the Requesting Agency to the Accepting Agency ("Move Form"). The State acknowledges and agrees that any redeployment occurring under this type of redeployment shall not modify any of its obligations under the Contract or the original Agency Order Agreement pertaining to the redeployed machine, except to the extent provided for in the Move Form.

1.4.5.11 END OF AOA

At the time of expiration of an AOA, an agency is recommended to do one of the following:

- (1) Upon expiration of the AOA, the agency will contact Contractor to pick up and return the current device, in which event the State shall make the device available and Contractor shall pick it up not more than thirty (30) days after Contractor's receipt of notice to remove it.
- (2) The Agency may sign a new AOA agreement for a new device for a new term.
- (3) Agencies cannot extend the life of a current AOA. They MUST refresh to a new device and a new lease, which will utilize new go-forward pricing. Contractor may not replace an expired machine with another one until a new AOA is in place.

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1.4.5.12 CUSTOMER SERVICE

The Contractor(s) must provide all of the APCs a single, local point of contact that is staffed on the customer's site to handle questions and resolve problems that arise. At least one Customer Service Representative must be available Monday through Friday (excluding State-designated legal holidays) from 8:00 AM to 5:00 PM Eastern Time. All service representatives must have online access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, State-wide Contract pricing, Contracted product offerings/exclusions, Contract compliance requirements, and general product information. Representatives must be available by phone, fax, or email (local or 800 # preferred).

1.4.5.13 COMMUNICATION PLAN

To facilitate proactive customer communication and performance programs based on the State of Michigan's Service Level Agreements and requirements, the MiPRINT communication plan consists of the following:

- a. The CPM, EPM and the ECM will meet monthly or more often to assess service level performance.
- b. A dynamic Website, maintained by Contractor, that provides current process, policy, status, and user guide information. State of Michigan will approve all web content.

1.4.5.14 PRINTERS AND PLOTTERS

The selected Contractor must be able to offer printers and plotters for purchase. Please refer to the input/output cost model. The cost of the printers & plotters must include the manufacturer's standard warranty.

1.4.6 PROBLEM MANAGEMENT SYSTEMS AND PROCESS

Equipment Failure and Repair for Contractor Supplied Output Management Devices

Equipment failure and repair problems will be managed by calls placed by MDIT support staff to the dedicated support line. Support will be provided as follows:

Break-Fix Repair Calls for Contractor-Supplied Equipment

Contractor will have representatives available who can respond within four (4) business hours (to be calculated on an average monthly basis for all items of Contractor-Supplied Equipment provided under an Agency Order Agreement) to break-fix problem calls concerning output management equipment (i.e. Contractor-supplied scanners, printers, MFD's, copiers, and fax machines) that are within the scope of this Contract. Once a device is installed and accepted, any equipment requiring service, that Contractor-supplied, will be routed through the dedicated support line, and Contractor will coordinate the repair. "Break-fix" repair calls are defined as emergency service calls which are placed to the dedicated support line by MDIT authorized support staff when an output management device is declared inoperable. A technician shall arrive on the scene in response to a call for break-fix repairs and provide resolution or an acceptable work around within eight (8) business hours (to be calculated on an average monthly basis for all items of Contractor-Supplied Equipment provided under an Agency Order Agreement) from the time of call to MDIT Help Desk for Contractor-placed equipment. Contractor will be responsible for any and all costs involved in returning the equipment to operation, including travel, parking, labor, and part replacement.

Standard Maintenance Calls for Contractor-Supplied Equipment

Contractor shall normally respond to "Standard Maintenance Calls" within eight (8) hours after notification by the State that the output management equipment requires maintenance. Standard maintenance call response requirements are ten (10) hours per day for five (5) days, Monday – Friday from 7:00am to 5:00pm EST, with service reporting and tracking capability provided on all calls made for Contractor-supplied equipment.

Repair or Replacement of Contractor Supplied Individual Output Management Devices

In the event that any device fails in any material respect to perform in accordance with applicable manufacturer specifications, as part of its service obligations, Contractor agrees to promptly repair such item following receipt of notice from MDIT.

Once all efforts to remedy a device have been exhausted and Contractor has been unable to repair such item to conform to applicable manufacturer specifications, with approval by the EPM or designee the defective individual output management device be replaced upon documentation and verification from the APC, EPM or EPM designee of (a) the individual device's unacceptable degree of operational up-time, (b) the individual device's failure to otherwise meet performance specifications in any material respects, or (c) Contractor's consistent pattern of non-compliance or inability to meet service requirements and response times in regard to that device.

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This documentation from the APC will be provided to the EPM or designee, along with the written request for device cancellation, for review and governance system concurrence. Thereafter, Contractor will promptly replace the unit at no additional charge to the Agency.

Reporting MiPRINT Problems

Contractor will be responsible for responding to and reporting to the Agency APC and State Enterprise Program Manager (EPM) or designee on current and potential MiPRINT problems. This will include Output evaluation, implementation and support tracking, and/or recording related problem resolution information within 8 business hours.

Resolution Escalation

Issues that are not resolved between the CP Manager and the APC will be escalated to the State Enterprise Program Manager or designee for resolution within 8 business hours.

1.4.7 PROGRAM CONTROL AND QUALITY

1.4.7.1 PROGRAM CHANGE MANAGEMENT & MOVES, INSTALLS, AND ADDENDUMS

All Contractor equipment moves, installs, and addendums must follow program procedures and processes located in Appendix 1.4.B Current SOM Install, Move or Add Devices. Contractor is responsible for: contacting and coordinating any vendors required for the move; move scheduling; disconnecting equipment; packaging; transporting; and disposition or re-connection in the new location.

1.4.7.2 GOVERNANCE

A MiPRINT governance structure representative of key State and stakeholders will be in place to:

- (1) Ensure that SLA's and other contractual requirements are being met and/or exceeded
- (2) Enhance the value of the State of Michigan/Contractor relationship by managing and reporting performance issues on a regular basis
- (3) Improve communications between the State of Michigan Agency and Contractor staff through regularly scheduled meetings and performance reviews. MiPRINT Governance groups include:

MiPRINT Steering Committee: Responsible for strategic direction, policy setting and policy compliance issue review and recommendation.

Agency Team: Consisting of an Agency Program Coordinator and Agency business leadership, responsible for managing MiPRINT operational procedures within the agency, providing strategic and status input to the Steering Committee, and coordinating MiPRINT activities within the Agency.

Enterprise Program Manager: Responsible for overseeing the MiPRINT program across the State through building and maintaining a partnership with Contractor, supporting Contractor-Agency relationships and activities, facilitating final issue resolution, and chairing the Steering Committee.

Enterprise Contract Manager: Responsible for managing the contract and establishing product standards leased and purchased under this contract.

Contractor: Reports to the EPM or designee in cooperation with the MiPRINT program.

1.4.7.3 PERFORMANCE REQUIREMENTS, MEASUREMENT, AND TRACKING

Up-time Guarantee: All equipment should be fully operable and at maximum copy quality for a minimum of 98% of normal business hours each month. In the event that a copier has been fully operable for less than 98% of normal business hours per month for two consecutive months, the State shall have the right to exchange the unit for one of like kind and capability within three (3) days, at no additional charge to the State. Up time shall be calculated using a 40 hour work week, assuming 4 weeks per month. This does not include regular scheduled routine maintenance, operator training; replacement of toner, fuser agents, or supply replacement. Output Management Device Availability is computed as follows: Output Management Device Downtime begins at the time an break-fix repair call for emergency service is placed to the dedicated support line, and ends once the key operator is satisfied that the unit has been restored to full working order.

If a machine is down for more than ONE working day, the Contractor must furnish a "loaner" like-for-like replacement, until the Authorized User machine is repaired. (Like-for-like replacement = a machine that works in accordance with manufacturer's specifications and that has the same approximate features and speed).

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Additional up-time guarantees shall be as follows:

- (1) Should any piece of equipment require three (3) or more service calls in any given thirty (30) day period that are not the result of user error, the State may require that such machine be removed and replaced, in which case Contractor shall supply a machine of equal or greater functionality; provided, however that if such replacement machine is not reasonably satisfactory to the State, Contractor shall then supply the State with a new machine of equal functionality.
- (2) In addition, machines that cannot be restored and that are inoperable for more than one business day may be replaced at the State's sole discretion with a temporary machine, within a specified time period, until the replacement machine is available, at no additional charge to the State.
- (3) In the event of the foregoing, neither the State nor the requesting entity will be held responsible for any costs of removing devices nor will they be subject to any penalties relating to a necessary replacement.

Contractor will perform a minimum of 3 formal site audits at its own expense, as part of MiPRINT service. Audit benchmarks, audit location, and criteria will be set and agreed to by the EPM or designee. At a minimum of once per year, Contractor management not directly responsible for State of Michigan MiPRINT operations will inspect the locations for operational compliance and will endeavor to identify opportunities for improvement. Results will be reviewed with the EPM or designee and APC's. Standard site audit criteria will include:

- Workflow
- Organizational definition of audit scope
- Recognition of opportunities for improvement
- Consistent Quality Control initiatives
- Effective communication and interaction with Agency leadership and APC's
- End User education and training effectiveness
- Evidence of use of standard Best Practices
- Administrative compliance

Unacceptable audit results initiate an intervention process which includes a 30-day improvement plan managed by Contractor and MDIT and re-inspection for compliance at the end of this period.

The State of Michigan reserves the right to request and engage an outside third party to perform benchmark analysis of Contractor Cost Per Image pricing as compared to other agreements of similar size and scope to MiPRINT. In the event the benchmark shows that the vendor's price is greater than 10% over the benchmark price for like services, price reductions for new and refreshed MiPRINT devices will be implemented.

The cost of the benchmark analysis will be split 50-50 between the State and Contractor if the benchmark analysis shows that Contractor pricing is greater than benchmark by 10% for like services.

Validation periods for such an outside party benchmark analysis will be 90 days from receipt of results to allow for assumption verification by both Contractor and State of Michigan.

1.4.8 REPORTS

Contractor shall comply with all reporting requirements that will be identified by the State of Michigan for the Contract period. It is expected that most of the reports will be produced and reviewed monthly. There may be exceptions, such as a daily incident report that is generated each morning. This daily report may be used to investigate the problems that occurred in the previous twenty-four (24) hours (forty-eight (48) hours over weekends and holidays).

At a minimum, Contractor shall submit to the EPM or designee a complete service report summary for all units currently in place. The reporting period starts on the date of implementation of the Contract. Reporting must be provided in an electronic format. Consistent late deliveries or non-delivery of required reports shall be considered a breach of this Contract may result in cancellation of the award and rejection of Contractor's bids or proposals in future procurements. This report shall be submitted monthly and shall contain the following minimum amount of information for all work areas implemented to date:

- Customer Name (State Agency making the purchase)
- Purchase Order #
- Order date
- Invoice #
- Invoice date
- Manufacturer Name

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- Manufacturer Part # (Model #)
- Serial Number
- Location/Address
- Device Speed
- MFD (Yes/No)
- Scan (Yes/No)
- Print (Yes/No)
- Monthly Copy Volume
- Minimum Volume (if applicable)
- Leased or Owned
- Lease Duration
- Install Date
- Lease Initiation Date (if different from Install Date)
- Lease End Date
- Monthly Lease Cost
- Maintenance/Supplies Cost per Copy
- Acquisition Cost (if purchased)
- Accessory Part # (for each accessory)
- Accessory Description (for each accessory)
- Accessory Monthly Lease Cost (for each accessory)
- Accessory Acquisition Cost (if applicable)

Reports shall be delivered to the EPM or designee no later than the 15th calendar day after receipt of the previous month's output management performance/volume readings.

The State will utilize these monthly service report summaries submitted by Contractor to ensure that performance standards are being met. However, all key operators will also be encouraged to keep a log of service calls, response times and any chronic problems. The State reserves the right to refer to Contractor reports as well as key operator logs in reviewing any complaints of Contractor noncompliance or equipment non-performance.

Contractor shall provide a quarterly report of all devices that have experienced overages, including highlighting of all devices that have experienced three consecutive reporting periods of overages. Should the device experience three consecutive overages, the Contractor at the EPM's request shall schedule a new evaluation of the impacted area. If the evaluation shows that a device with higher volume is required, then Contractor shall begin seeking a new lessor to assume the balance of the lease for the existing device, and shall prepare an AOA for the new re-sized device in anticipation of replacing the old device at the current location. No obligation to accept the AOA shall be assumed on the agencies part until the new lessor for the existing device is confirmed.

Other report content areas may include but are not limited to standard reports such as an availability report, SLA compliance report, usage reports, implementation status reports, and inventory management reports as requested by an Agency for their area, or by the EPM or designee.

The State reserves the right to request additional reports from Contractor at no additional cost. Contractor shall use every effort to provide such reports in a reasonable timeframe, but no later than fifteen (15) days from the time the request was submitted. These reports shall be in a form approved in advance in writing by the State.

1.4.9 INVOICING

Invoicing will be administered at the Agency level. Consistent with the State direction towards full realization of electronic invoice processes, it is the expectation that invoicing will be sent using EDI technology. Exact details of invoice and payment setup data and process will be specified with the Agency, MAIN EDI support staff, and Contractor prior to completion of an Output Evaluation.

Contractor will provide invoice billing in either EDI or hardcopy format according to the billing procedure guidelines below.

For services provided, Contractor shall invoice the State each month in arrears for the applicable monthly minimum charges and any other base recurring charges. Additional charges incurred by State during the monthly billing period in excess of the monthly base recurring minimum charge(s) (i.e., additional impressions) will be billed in arrears. For

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billing purposes, all monthly charges are calculated using a thirty (30) day month. If Contractor provides Services for less than a full month, charges will be prorated accordingly. The billing period shall start on the 16th of one month and end on the 15th of the following month. All invoiced amounts shall be due to Contractor on the 15th day of the month following the end of the billing period and will be considered past due thereafter.

If State disputes a charge or charges on a given invoice, State shall pay all non-disputed charges and protest the disputed charges in writing. State will not be charged a late fee on any charges disputed by the State in accordance with this Contract.

Contractor will:

- (1) Provide charges at the individual device detail level. Detail reports should be available for all invoices. Contractor will have the capability if requested to provide a consolidated 810 transaction.
- (2) Generate invoices each month and present to the State of Michigan Agencies within fifteen (15) days after the end of the period for which the services are billed.
- (3) Endeavor to resolve disputed charges within sixty (60) calendar days of notification. If an error is finally determined to have been made by Contractor in its billing statement, then Contractor will be required to make corrections within ninety (90) days after such determination or else disputed charges will be waived.
- (4) Waive payment of disputed charges for services rendered until final resolution.
- (5) Reasonably cooperate with the State's efforts to utilize Electronic Data Interchange (EDI). For State of Michigan receipt of electronic invoices, the potential ANSI X12 4010 EDI Transaction Sets include but are not limited to 810, 824, 997. The State of Michigan - MAIN, will provide Contractor with an implementation guide. Contractor will be responsible for the transportation/ transmission costs to and from the VAN (Value Added Network) designated by the State of Michigan, MAIN.
- (6) Provide paper invoices for the agencies that elect to receive paper invoices. Charges should be recorded at the individual device detail level, however Contractor will reasonably cooperate with efforts by any Agency to utilize EFT (Direct Deposit) payments as elected by the Agency.
- (7) Establish a timetable acceptable to the State, and maintain the capability (including all tools and software) necessary to accurately quantify resource usage which effect invoiced charges and credits. Additionally, Contractor must provide detailed backup support for all components incurring charges and credits included in the invoice. When available, electronic copies of the backup should be provided as well as the paper copy.

In addition:

- (8) Contractor will provide a detailed description of how exception and adjustment charges will be invoiced, as documented in an EDI implementation guide which will be provided by State of Michigan.
- (9) On an annual basis, Contractor may, at its expense, and/or the State of Michigan, at its expense, be permitted to engage an independent party to audit the reliability and accuracy of all processes, software and hardware used to quantify/measure resource usage which materially impacts the State of Michigan's invoice for services. Such engagements shall be at the discretion of the engaging party. For example, all resource usage categories, including but not limited to pages printed, which may impact the State of Michigan's invoice would require an annual audit of Contractor quantification/measurement of usage in these resource categories. Contractor will review the results and conclusions of the audit with the State of Michigan and provide a project plan for correction of identified deficiencies. The parties will cooperate in good faith with respect to identifying and correcting any determined deficiencies identified in Contractor's processes.

1.4.10 PRICING

If there are any price reductions during the term of the contract, the State shall pay the reduced price for any hardware ordered after the reduction takes place. If there are pricing increases during the term of the contract, the State shall be provided justification from the manufacturer in writing, before the increases will be accepted by the State.

It would be impractical to itemize every product offered by the required manufacturers on the cost model; however, markup percentages by manufacturer must be offered on all similar products by that manufacturer.

The Contractor must offer all upgrades from the manufacturer to the State as well as competitive upgrade offers. The Contractor must also make available documentation for all products.

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Appendix 1.0.B STATEMENT OF WORK



DEPARTMENT OF INFORMATION TECHNOLOGY
IT SERVICES
STATEMENT OF WORK

Project Title:	Period of Coverage:
Requesting Department:	Date:
Agency Project Manager:	Phone:
MDIT Contract Liaison:	Phone:

Brief Description of Services to be provided:

BACKGROUND:

PROJECT OBJECTIVE:

SCOPE OF WORK:

[Attach and reference a detailed Work Statement if needed]

TASKS:

Technical support is required to assist with the following tasks:

DELIVERABLES:

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them. Deliverables for this project include:

PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the Agency Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

Hours: Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.

Accomplishments: Indicate what was worked on and what was completed during the current reporting period.

Funds: Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to MDIT standards.

PAYMENT SCHEDULE:

NOTE: Payment can be based upon:

Time and Materials

Satisfactory acceptance of each Deliverable

Satisfactory acceptance of each Milestone (major part of the contract)

Satisfactory Final Acceptance at conclusion of the contract.

Optional Provision - The AGENCY may withhold 10 percent from each payment until acceptance by the AGENCY of the final report (or completion of the project, etc.).

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Appendix 1.0.B STATEMENT OF WORK

Payment will be made on a **[Insert one from above]** basis. DIT will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the Project Manager not more often than monthly. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager prior to payment. The invoices shall describe and document to the Project Manager's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, provide a detailed breakdown of each type.

Payment shall be considered timely if made by the DIT within thirty (45) days after receipt of properly completed invoices.

EXPENSES:

NOTE: Expenses are optional. Do not include Expenses paragraph below if expenses are not allowable. If allowable, include only expenses, which are appropriate for the contract. Choose one of the following:

In the event it is necessary for contractual staff to travel for this project, prior approval must be obtained by the project manager. Additionally, travel charges will only be reimbursed at current state-authorized rates as outlined by DMB guidelines (<http://www.michigan.gov/dmb/1,1607,7-150-9141---,00.html>.) and must be accompanied by actual receipts. Travel time will not be reimbursed.

OR

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Name
Department
Area
Building/Floor
Address
City/State/Zip
Phone Number
Fax Number
Email Address

The MDIT Contract Administrator for this project is:

Name
Michigan Department of Information Technology
Building/Floor
Address
City/State/Zip
Phone Number
Fax Number
Email Address

AGENCY RESPONSIBILITIES/ASSUMPTIONS:

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at ?? in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

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Appendix 1.0.B STATEMENT OF WORK

No overtime will be permitted without prior written approval of both ? and ?.

APPROVALS

Agency Project Manager

DIT Information Officer

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Appendix 1.0.D Asset Reporting Requirement for the SOM

Appendix 1.0.D ASSET REPORTING REQUIREMENT

1. "Description"
 - 1) For example, the Dell GX 270 would be shown as
HW-DELL-OPTIPLEXGX270
 - 2) For the ITAM interface, the length of "Description" field will be kept under 255 characters.
2. The Contractor will transmit to the SOM a quarterly update report for purchased **workstations**.
 - 1) The report will be in Excel format.
 - 2) The report will be sent to the SOM by email on March 15th, June 15th, September 15th, and December 15th. The SOM will provide the email address.
 - 3) The report format, with the required fields, as shown at the end of this appendix. The format should stay the same unless agreed to by the Contractor and MDIT.
 - 4) All the serial numbers will be kept in one column. For example, if one PO is associated with 10 workstations, there will be 10 rows with the same P.O. but each serial number will be unique.
3. ITAM will receive a quarterly update report for purchased **servers**.
 - 1) The report will be in Excel format.
 - 2) The report will be sent to the SOM by email on March 15th, June 15th, September 15th, and December 15th. The SOM will provide the email address.
 - 3) The report format, with the required fields, as shown at the end of this appendix. The format should stay the same unless agreed to by the Contractor and MDIT.
 - 4) All the serial numbers will be kept in one column. For example, if one PO is associated with 10 servers, there will be 10 rows for each serial number.

Required Fields:

Request Date
SOM PO Number
Contractor Invoice Number
Sold to Department
Name / Location
Address
City
Zip
Manufacturer Name
Manufacturer Part Number
Category
Description
Unit Price
Invoice Date
Contractor PO Number
Delivery Date
Vendor Order Number
Serial Number
Warranty End Date

4. **Leasing/Purchase:** Vendor will work with the lessor and assignee to ensure the "SOM PO #" and "MI-Department" is captured in both lessor's and assignee's databases.
5. **ITAM Catalog:** The State's ITAM will interface with vendor catalog file to populate the product model and nature fields.
 - 1) The required catalog interface is an ASCII delimited file.
 - 2) An incremental update file will be received daily (Monday-Friday 6 PM EST)
 - 3) A full load file will be received weekly (Saturday 6 PM EST)
 - 4) The file will be transferred through Data Exchange Gateway. ITAM will provide the address to the vendor.

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Appendix 1.0.D Asset Reporting Requirement for the SOM

- 5) The length of "Description" field will be kept under 255 characters.
- 6) One Description will be only assigned to one Category, one Item Number, one SKU, and one Price. **No duplicate is allowed.**

For example:

DESCRIPTION	CATEGORY
APC-Rack-black	System Accessories

Select the category that best fits.

- 7) The catalog file structure/format may be changed as a new design is implemented in the SOM's ITAM system.
- 8) The catalog file contains the following fields:

Field	Definition
OPERATION_CODE	Contractor determines the "Operation Code." The possible values are A (add), C (change), and D (delete). This is a field to flag whether it is an added, changed, or deleted item.
MANUFACTURER	Manufacturer name
ITEM_NUMBER	Manufacturer's item number
DESCRIPTION	Description of the product limited to 255 characters.
CATEGORY	Field value determined by the State.
SKU	Manufacturer's SKU
PRICE	Unit price for State of Michigan.
AGENCY_APPROVED	Supplied by the State. Field values are "Y" for standard items and "N" for non-standard items.

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Appendix 1.0.E ITRAC Requirements

Appendix 1.0.E ITRAC REQUIREMENTS

ITRAC currently requires a file containing the common commodities that agencies are approved to order. The following items listed below are required.

- The required catalog file is a text file with data elements delimited by tab characters.
- Incremental updates to the catalog will be received daily (Monday-Friday 6 PM EST)
- A full load file will be received weekly (Friday 6 PM EST)
- The file will be transferred to the Data Exchange Gateway using FTP.
- The length of "Description" field will be kept under 255 characters.
- The catalog file structure/format may be changed as a new design is implemented in the ITRAC system.
- The Description file must support the addition of a 4 character identification code used to match commonly purchased items. Example: "E01-"
- The data elements are:
 - OPERATION_CODE
 - ITEM_NUMBER
 - MANUFACTURER
 - DESCRIPTION
 - CATEGORY
 - SKU
 - PRICE
 - AGENCY_APPROVED

ITRAC would like to move to a more direct catalog interface such as a web service interface so that ITRAC can access the catalog directly and pull extracts on demand.

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Appendix 1.0.F Current SOM Asset Recovery Service

Appendix 1.0.F Current SOM Asset Recovery Service

Policy

The Department of Information Technology requires that all requests for disposal of IT equipment be processed through MDIT's Depot Maintenance by following the instructions outlined on the Automated Asset Recovery Program Website located at <http://aarpweb.state.mi.us/AARP>. The Customer should review the aides provided under Help, entitled "Submitting a Retrieval Request" and/or "Training Audio" for instructions. Depot will then evaluate what can be placed into MDIT stock, redeployment to other agencies, or what will be sent through the Asset Recovery Process.

The following procedure explains the process for the MDIT Asset Recovery Process of IT equipment.

Customer

- Customer determines equipment for disposal.
- Customer completes the online request via Automated Asset Recovery Program (AARP) web link and will submit the request to the MDIT Client Service Center by selecting the **Submit to CSC** button. *It is not necessary to print the document as it can be viewed at any time from the AARP web link by performing a Search on the Reference Number.*
- If necessary, the Customer may contact the Client Service Center to request Field Service assistance with completing the online AARP request.

Client Service Center

- Creates the Change Request, notify Customer via email and assigns to Depot for processing.

Depot

- Depot receives Change Request.
- Depot ARS staff person documents the equipment to be picked up by the Vendor Partner or Carrier.
- Depot ARS staff person will email AARP disposal request list to Vendor Partner or Carrier (depending on if the equipment is for trade in or disposal) to initiate the ARS process.

Vendor Partner

- Vendor Partner receives AARP disposal list and makes arrangements with Site Contact and Carrier for a pickup. Equipment will be scheduled for pickup within 3 business days for the trade-in program.

Depot

- Depot ARS Staff assigns a task to ship the equipment that Depot wants returned.
- Depot ARS Staff will coordinate pickup of the equipment being retained or that is outside the trade-in program. This pickup may take more than 3 days.

Carrier

- Carrier inventories the equipment list provided by Site Contact.
- Carrier will sign off on the disposal list and give to Site Contact.
- Carrier will affix an ARS tag to all equipment that is removed from site.

SOM Site

- Site Contact will sign off on the inventoried disposal list and fax it to Depot ARS Staff at (517) 334-9596 and retain a copy for their records.

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Appendix 1.0.F Current SOM Asset Recovery Service

Carrier

- Carrier transports trade-in equipment to the Vendor Partner (for trade in), or Depot (for equipment not being traded in) and gets sign off on equipment delivered.

Vendor Partner

- Vendor Partner processing area signs for receipt of equipment that is received.
- Vendor Partner will provide a 15-day receipt report of the equipment transferred.

Depot

- Depot ARS Staff reconciles the various reports for discrepancies and updates Asset Center to reflect the change in stock status to retired once the receipt report is received. At this point the Change Request is resolved.

Vendor Partner

- Vendor Partner processes the received equipment removing all evidence of SOM ownership and completes data destruction.
- Vendor Partner sends Depot the certificate of data destruction listing all systems that have been processed.

Depot

- Depot retains certificate of data destruction from the Vendor Partner.

Vendor Partner

- Vendor Partner will provide a Settlement Report within 30 business days to Depot ARS Staff and Manager. This report will display the activities of each site individually. Value recovery reimbursements will be in the form of credits toward future product purchases and will be issued by agency and tracked by Dell.

Depot

- Depot ARS Staff receives the monthly activity reports from Vendor Partner and will prepare a report for DIT Leadership that details the program activity and any issues.
- PROCESS COMPLETE!

Contact

Any questions or concerns regarding this policy and procedure should be directed to the Client Service Center at (800) 968-2644 or local 241-9700.

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Appendix 1.1.B Kisok Equipment

Appendix 1.1.B Kisok Equipment

The State of Michigan has a need to acquire Kisok equipment. The following table is the configuration of the current SOM purchases.

Kisok Equipment	
5 Point Insight Platform	Manufacturer-specific
15" TFT LCD w/ SAW Touch (Touch Screen monitor)	Multiple manufacturers possible
Small form Factor PC	Multiple manufacturers possible
(2) Zebra Thermal Printers	TLP-2844 w/ZebraNet
Sagem encrypted PIN PAD	Sagem 1218 PIN Pad
MagTek Card Reader	
LinkSys Router	RV082
APC UPS	BE750BB
Symbol Scanner	MS4407
Audio Amplifier	Compatible to PC
Speakers	Compatible to PC
PLUS optional Custom FP Thermal Page Printer	Model #KPM-216H-200, Power Supply Model #SPU-240-241P
Industrial Keyboard & Trackball Combo	Input Technologies Keyboard & Trackball Combo (Model #10-0700-120)

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Appendix 1.2.A Server Quote

State of Michigan
(Manufacturer) Server Quotation

Host Name	Hardware Requirements	"Meets" Proposed Hardware Specification	"Meets" Proposed Hardware Pricing	"Exceeds" Proposed Hardware Specification	"Exceeds" Proposed Hardware Pricing
Server Information					
Server Manufacturer	Dell, HP, IBM or SUN				
Number of Servers	10				
Hosting Site	Lake Superior Hosting Center (Lansing)				
Configuration	Standalone				
Rack Capable?	Yes				
Operating System	Windows 2008 Enterprise Edition Information only, do not price.				
Image Supplied by State	Yes				
Database	SQL Database Information only, do not price				
Processors	2x quad Core 2.66GHz				
Monitor	None				
Keyboard	None				
Mouse	None				
Memory	32GB				
Hard Drives (Size/number)	2x146GB				
Hard Drive Configuration (Raid)	Raid 1				
Backplane (1x4 for 3.5-inch)					
Primary Controller (Integrated)					
Riser Card I/O Slots	PCI-e				
Chassis Configuration (Rails)	Rails				
CD/DVD Drive (CD-RW/DVD)	24xCD/DVD Drive				
Bezel (No Bezel)	NO				
Power Supply (Redundant)	Yes				
Energy Smart Server?	If possible				
Network Information					
IOS	No				
Remote Management (LOM)	Yes				
Number of Network Adapters	3				
Storage Information					
Number of HBA Card slots	2				
Application Information					
Application Name	COTS or Home Grown				
Purpose	Web, Application, Database				
Agency	Treasury or State etc.				
Pricing Information					
Per Server Pricing (excluding Warranty)			\$ -		\$ -
Total Price (Quantity * Server Price)			\$ -		\$ -

Quotation good until xx/xx/xx.

Master Computing Contract Appendix 1.2.A Server Quote

State of Michigan
(Manufacturer) Server Quotation

Support Information Options				
4 year Hardware Warranty	Hosting Center Urgent (Platinum level Service) , 2 hour response, 2 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
1 year extended Hardware Warranty	Hosting Center Urgent (Platinum level Service) , 2 hour response, 2 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
4 year Hardware Warranty	Hosting Center High (Gold level Service) , 4 hour response, 4 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
1 year extended Hardware Warranty	Hosting Center High (Gold level Service) , 4 hour response, 4 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
4 year Hardware Warranty	Hosting Center Medium (Silver Level Service) , next business day response, next business day repair, Monday-Friday 8:00 Am - 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
1 year extended Hardware Warranty	Hosting Center Medium (Silver Level Service) , next business day response, next business day repair, Monday-Friday 8:00 Am - 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses and on-site assembly and installation.	\$	-	\$
4 year Hardware Warranty	Non-Hosting Center High (Bronze Level Service) , 4 hour response, 4 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses.	\$	-	\$
1 year extended Hardware Warranty	Non-Hosting Center High (Bronze Level Service) , 4 hour response, 4 hour repair, including State Holidays. (7 days a week, 24 hours a day, 365 days a year) Includes on-site parts, all labor and expenses.	\$	-	\$
4 year Hardware Warranty	Non-Hosting Center Medium (Copper Level Service) , next business day response, next business day repair, Monday-Friday 8:00 Am - 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses.	\$	-	\$
1 year extended Hardware Warranty	Non-Hosting Center Medium (Copper Level Service) , next business day response, next business day repair, Monday-Friday 8:00 Am - 5:00 PM (business hours) excluding State Holidays. Includes on-site parts, all labor and expenses.	\$	-	\$

Quotation good until x/x/xxxx.

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Appendix 1.3.A Software & Maintenance Products

Software Description

Active PDF
Active PDF Dev. Lic.
Active PDF DOC Converter Unlimited Conv.
Active PDF Portfolio Serv.
Active PDF Technical
Active PDF Technical Test Lic.
Active PDF UAT Lic.
Adobe Acrobat Prof.
Adobe Acrobat Standard
Adobe Creative Suite
Adobe Creative Suite Premium
Adobe CS3 Design Premium
Adobe Dreamweaver
Adobe Flash Media Server
Adobe Flash Pro
Adobe Illustrator
Adobe Indesign
Adobe Pagemaker
Adobe Photoshop
Adobe Robohelp Office
Adtempus System Mgmt Server
AI Squared Zoomtext Magnified/Reader
Allfusion Erwin Data Modeler
Altiva PRO SXL Suite
Altova SMLSPY
Altova Schemaagent
Altova Style Vision
Analysts Notebook
Application Server for Server Express
Arcview
Asplmage server Objects SW
Autodesk PSG-Autocad
Axiom Microstation Productivity Tool Kit
Bioengine
Blackbag Tech.
Bobby
BOE Pro
BOE Pro for QRA Business Objects
Business Object Enterprise Pro.
Business Objects Crystal Reports
Business Objects Enterprize Premium
Business Objects IQ8
CA GLP Process Modeler Lic.
CA GLP Process Modeler Lic.
Camtasia Studio
Captivate V all for Windows
CEP.SDK Software Dev. Kit
CEP.Voice Voice-U.S. English
Citrix Metaframe Ent. Lic
Computrace Lojack Laptop Rec. SW
Connectivity Secure Shell Lic
Content Protect Professional

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Appendix 1.3.A Software & Maintenance Products

Conversion Plus
Corel WinZip
Corel/IMS 1-5
Crystal Reports
Cvision
Cvista Covr Annual Vision Support
Dataman Vali Flash
Dell UPG-V Backup Exec 10D
Delorme Mapping
Design Pro Tools
Dimensions-Name Update
Diskkeeper 10 Server Standard
Dragon Naturally Speaking Medical
Dragon Naturally Speaking Professional
EMC Captiva
EQ/M
Esprida DMB
Esprida DMD
Esprida Lic. Catapult
Esprida License
Filenet Content Manager
Filenet Dev Process Analyzer
Filenet Dev. FN
Filenet Imag Serv. Disaster Recovery
Filenet Image
Filenet Image Serv
Filenet Image Services
Filenet Manager
Filenet P8
Filenet SAP
Filenet Web Server
Firebox Blackbag
Flexnet Admin Studio Standard Ed
Frontend/Internet Client
Fullshot 9 Prof Edition
GLP Data Modeler
Grapher
HP Function Test
Human Concepts
Hummingbird Host Exp.
I Import Fax
IBM FileNet
IBM Filenet Contents VCS
IBM Lotus Domino Designer
IBM Lotus Domino Utility Server
IBM Tivoli Access Mgr.
IBM Tivoli Identity Mgr.
IBM WebSphere Int. Dev.
IBM Wesphere App. Server
Imaging Services Group - Imaging for Windows - media & global
360
Installshield 12 Express
Intellisync

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Appendix 1.3.A Software & Maintenance Products

Intellisync Complete Pkg.
Intuit-Quickbooks Pro 2008
IQ Server
ISI Research
JCAHO Joint Commission Resources
Jspell Pro Single
Jspell SDK 2004
Kodo Enterprise
Lectora Integrator for MS PowerPoint
Lectora Prof. Publisher Suite
Lectora Publisher Edition
LinkPro Ipreplicator 51002
Mappoint
MapTech
Maximus Crystal Reports
Maximus Dashboard Monitors
Maximus Fleet Focus
Maximus FleetFocus M5 Standard Unit Lic.
Maximus Motor Pool
Maximus Performance Measures
Maximus Replacement
MC Trans Hwy Capacity
McData 4700 License Key
MCTRANS
Metallect IP Serv. Perpetual
Microsoft Operations Manager
Microsoft SQL Server
Microsoft Visio Standard
MS Digital Image Suite
MS Office Access
MS Office Live
MS Office Live Mtg. Pro English
MS Office Prof. Ed.
MS Office Prof. Plus
MS Office Proj Standard
MS Office Project Prof
MS Office Sharepoint Designer
MS Office Standard
MS OP MAN Client Lic.
MS Project Pro
MS Project Server
MS Project Server
MS Publisher
MS Softgrid
MS SQL Serv Standard Ed, server license
MS SQL Serv. Ent. Ed, server license
MS SQL Serv Standard Ed., cpu license
MS SQL Serv. Ent. Ed, cpu license
MS Streets and Trips
MS System Center Data Prof. Mgmt.
MS Visio Professional
MS Visio Standard

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Appendix 1.3.A Software & Maintenance Products

MS Visual Studio
MS Visual Studio Pro
MS Visual Studio Team Ed. For SW Dev.
MS Windows Server
MS Windows Serv. 2003 Ent. Ed.
MS Windows Serv. Standard
MS Word
Opus Designer
OPUS Designer Pack
Oracle Forms Tool V2.0
Parallels Desktop for MacIntosh
PCL2PDF 20 User Serv. Ed.
Pinnacle Studio Plus Titanium Edition
Pinnacle Studio Ultimate
PowerPath
Print Shop
Product Image Service
Quest GroupWise Migrator
Quest SW Litespeed Professional
Quest SW Litespeed Standard
QuestCom
Quick Keys
Quicken Home and Business
Quickscan Pro
Roxio, Easy Media Creator V.9
SCA Adved Oracle Rac Tier LL
Scate Tech. Ignite
Seagull Scientific
Serena
Serena Prototype Composer
Serialio-Flicprint
Serialio-Microvision Imagic Inv.
Serialmagic Pro
Sitescape
Snagit
Softartisand Fileup Prof.
Solver Platform Excel
SPSS Base
Sun StorageTek Open Systems SW
SunCluster
Sunplex
Surveytracker E-Mail
Swishmax
Symantec Anti-virus
Symantec Backup
Symantec Backup Exec.
Symantec Exchange Server Backup
Symantec Net Backup
Symantec PC anywhere
Symantec SQL
Symantec SQL Backup
System Management

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Appendix 1.3.A Software & Maintenance Products

Systems Mgmt. Conf. Mgmt. Lic. English
Teamtrack Server
Toad for Oracle Ed.
Trafficware
Trafficware 3D Viewer
Trafficware Synchro Plus SimTraffic
Upgrade Lic.
Virtual Center Mgmt. Server
Vistascan
Visual Studio Team Architecture
Visual Studio Team Dev
Visual Studio Team Foundation Serv.
VMWare
VMWare Enterprise Z Processor Lic
VMWare Infrastructure Ent. Lic.
VSI Fax Lic.
Web Intelligence
White Canyon WipeDrive Pro
Wilson WindowWare
Windows 03 Server Ent.
X Gen Open Comm
ZP4

MMCC RFP
Appendix 1.4.A Current SOM Output Evaluation Procedures

Appendix 1.4.A Current SOM Output Evaluation Procedures

Purpose: To inform how to perform a MIPRINT Output Evaluation

MIPRINT Output Evaluation Process	
STEP	PROCEDURE
1	Client requests a MIPRINT Output Evaluation by contacting the APC.
2	<p>APC and/or Site Liaison collects the following inventory information from the Client work area(s) and completes the MIPRINT Output Evaluation Document: DIT-0148</p> <ul style="list-style-type: none"> • Agency/Department Name • Site Name, Address, County • APC Name, Phone, Email Address • Site Contact Name, Phone, Email Address • Indicate Full Vendor Evaluation, or, DIT Evaluation Only • Any peculiar site information to assist with the Output Evaluation • Site Device Inventory (Device Model, Device Serial Number, Asset Tag Number, Salvage or Return, Volume Counts) <p>Note: APC distributes this policy and procedure to the Site Liaisons for all Output Evaluations to ensure clear communication between the APC, Site Liaison, Vendor Rep, FS Technician, and DIT MIPRINT Coordinator.</p>
3	<p>For Output Evaluations, the APC requests a Remedy case by contacting:</p> <p style="padding-left: 40px;">DIT Client Service Center at ditservice@michigan.gov , attaching the</p> <p style="padding-left: 40px;">Output Evaluation Document to the email.</p> <p>And copying:</p> <p style="padding-left: 40px;">DIT MIPRINT Coordinator at dit-miprint@michigan.gov , and,</p> <p style="padding-left: 40px;">IKON at both ikonmiprint@ikon.com and som-ikon@michigan.gov</p> <p>NOTE: APC submits Output Evaluation Document with information from Step-2 and a timeline for the Output Evaluation to ditservice@michigan.gov using the GroupWise or Outlook subject:</p> <p style="padding-left: 40px;">Agency/Output Evaluation/Location/County/Detail</p> <p style="padding-left: 40px;">Example: MDOC/Output Evaluation/ Riverside Correctional/Ionia</p>
4	<p>CSC reviews the Output Evaluation Document to confirm it has the necessary information and then opens the Remedy case choosing the APC as the Requestor. The Output Evaluation Document is attached to the case. The case is then assigned to the DIT IS MIPRINT Group.</p> <p>CSC then replies "to all" with the ticket number assigned to the Remedy Case.</p>
5	<p>The DIT MIPRINT Coordinator will coordinate with the APC, and necessary Vendor and Agency staff to setup the Output Evaluation, keeping all stakeholders in the communication loop. When this is completed (Date, Time, and Place are mutually agreed upon) the DIT MIPRINT Coordinator will assign the Remedy Case to the appropriate Field Services Team.</p> <p>NOTE: A minimum lead time of three (3) work days is required to have Field Services Staff present at the Output</p> <p style="padding-left: 40px;">Field Services staff present at the Output Evaluation.</p>

Master Computing Contract
Appendix 1.4.A Current SOM Output Evaluation Procedures

MIPRINT Output Evaluation Process	
STEP	PROCEDURE
6	<p>FS Team Manager will assign the Remedy case to the appropriate FS Technician.</p> <p>FS Technician will use Remedy “WORK IN PROGRESS” status for MIPRINT cases.</p>
7	<p>The Output Evaluation will be completed in conjunction with the APC, Site Liaison, appropriate agency work area staff, FS Technician, and vendor staff if required.</p> <p>NOTE: The APC has the “lead” for the Output Evaluation.</p>
8	<p>FS Technician completes the FS portion of the DIT-0148, and updates the Remedy case to reflect the date when the Output Evaluation walk through occurred, and specify any issues that would affect the placement or installation of any devices; i.e. availability of electrical, fax, network connections.</p> <p>NOTE: If an IKON solution is being considered, FS Tech may contact IKON at 1-800-968-8087 ex 8220 for technical consultation regarding scanning, networking, faxing, or other potential technical issues that are identified during the walk-through.</p>
9	<p>FS Technician updates Remedy case and reattaches the completed Output Evaluation Document DIT-0148.</p>
10	<p>FS Technician assigns the case back to the DIT IS MIPRINT group. MIPRINT Coordinator will use Remedy “WORK IN PROGRESS” status for MIPRINT cases.</p>
11	<p>If requested to take part in the Output Evaluation, the IKON Analyst prepares a Pre-Recommendation, (including “Requirements Page”) to review IT environment readiness, requirements and constraints, application printing issues, necessity of assigning IP Addresses and setting up print queues, availability of active network drops, telecommunication/fax lines and appropriate electrical lines, etc.</p> <p>And emails it to the APC, copying DIT MIPRINT Coordinator at dit-miprint@michigan.gov .</p> <p>Note: When the final Output Evaluation is delivered to the APC, the Remedy Case will be resolved by the DIT MIPRINT Coordinator.</p>

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Appendix 1.4.B Current SOM Install, Move, or Add Devices

Appendix 1.4.B Current SOM Install, Move or Add Devices Procedures

Purpose: To inform all involved parties of the process to accomplish the installation, move, or addendum of an IKON device.

STEP	ACTION
<p>1 APC</p>	<p>The APC will email the IKON BILL TO/SHIP TO document to IKON at ikonmiprint@ikon.com , using the Subject line:</p> <p style="padding-left: 40px;">Agency/BILL TO/SHIP TO/Location/County/Work Area/ Example: DCH/BILL TO/SHIP TO/BOW 2nd Floor/Ingham/OBRA/</p> <p>A copy should be sent to:</p> <p style="padding-left: 40px;">DIT–IKON Service Specialist at som-ikon@michigan.gov</p>
<p>2 Corporate IKON</p>	<p>IKON establishes an AOA Number that will relate to both the Bill To/ Ship To document, and the AOA. The Agency Order Agreement (AOA) for the order is then emailed to the APC for their signature, and a copy is emailed to the DIT-IKON Service Specialist at som-ikon@michigan.gov .</p> <p>NOTE: <u>DIT-IKON Service Specialist's activities continue immediately in Step 5.</u></p> <p>Delivery Options: NOTE: Change Management will result in a coordinated delivery and installation, with the tasks for the fax and network lines, and the electrical requirements, having been accomplished prior to the delivery and installation of the device. Hence, there is no longer an Option 1 or 2.</p>
<p>3 APC</p>	<p>The APC faxes the signed AOA to the IKON SOM MIPRINT Coordinator at 248-374-2190, and notifies the Site Liaison that the AOA has been signed</p> <p>The APC mails the original signed AOA to the IKON SOM MIPRINT Coordinator at:</p> <p style="padding-left: 40px;">26800 Meadowbrook, Suite 101 Novi, MI 48377-3520 Attn: Jennifer Funkhouser</p>
<p>4 Corporate IKON</p>	<p>The IKON SOM MIPRINT Coordinator(ikonmiprint@ikon.com) will notify the DIT–IKON Service Specialist (som-ikon@michigan.gov) that a signed AOA has been received.</p>
<p>5 DIT-IKON</p>	<p>The DIT–IKON Service Specialist requests a Change Request by emailing the DIT Client Service Center (CSC), at ditservice@michigan.gov , copying dit-miprint@michigan.gov , and all stakeholders.</p> <p>NOTE: The “Bill To/ Ship To” document must be attached to the email.</p>
<p>6 CSC</p>	<p>The CSC initiates the Change Management Request, indicating the APC as the Requestor, and the actual site as the Location. The case is assigned to the DIT IS MIPRINT group. The CSC replies to the email, replying “to all” with the Change Request number.</p>

Master Computing Contract
Appendix 1.4.B Current SOM Install, Move, or Add Devices

STEP	ACTION
	<p>NOTES regarding email replies “to all”:</p> <ol style="list-style-type: none"> 1. The “Bill To/ Ship To” document must be attached to the Change Management Request. It will contain the users at the site who must be configured by DIT Field Services to use the device. 2. Email replies “to all” will include, as a minimum: <ul style="list-style-type: none"> APC Site Liaison DIT MIPRINT Coordinator dit-miprint@michigan.gov DIT–IKON Service Specialist som-ikon@michigan.gov 3. Only the person initiating the email should update the Change Management Request Activity Log, and then, <u>ONLY</u> with the new/updated information. Updating with the entire email results in voluminous and redundant documentation, causing pertinent data to be “lost” in the volume of the content.
<p style="text-align: center;">7</p> <p>DIT-MIPRINT Coordinator</p>	<p>Upon receipt of the email with the Change Management Case Number, and the Change Management Case itself, the DIT MIPRINT Coordinator will create two Change Management Tasks:</p> <ol style="list-style-type: none"> 1. DIT Field Services to meet with the Site Liaison (Walk-Through). <ul style="list-style-type: none"> A. Discuss Electrical, Fax, Network requirements. B. Documents requirements in the Activity Log 2. Review results of the DIT Field Services Task 1, to determine future tasks for the Change Management Request, specifically addressing the optional tasks that may be required for DIT Telecom and DIT Technical Services. <p>NOTE: Incomplete documentation from DIT Field Services for future task creation will result in an additional task for DIT Field Services to complete the required documentation.</p>
<p style="text-align: center;">8</p> <p>DIT Field Services</p> <p>TASK 1</p>	<p>Meet (Walk-Through) with the Site Liaison to Discuss the Electrical, Fax, and Network requirements. The “Bill To / Ship To” document attached to the Change Management Request will list the affected users at the site.</p> <p>The Walk-Through task is to be completed within three (3) business days of being “Scheduled”.</p> <p>Results of the meeting, detailing the required changes/updates to the site with regards to Electrical, Fax, Network, Print Queues, Facilities, etc., are to be fully documented in the Activity Log.</p> <p>Incomplete documentation will result in an additional DIT Field Services Task to complete the documentation. All future work on the Change Management Request is dependent on this information.</p>

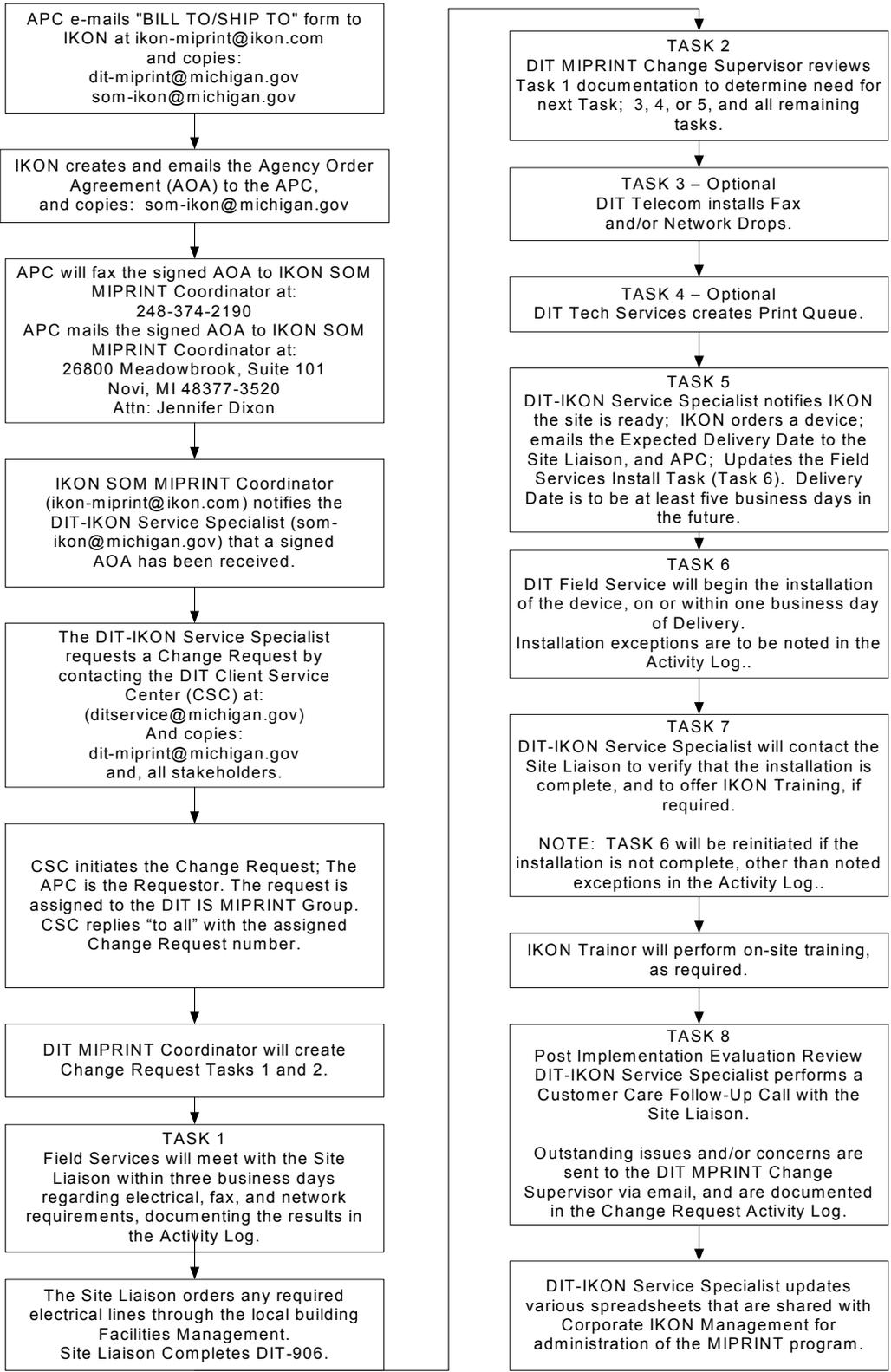
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Appendix 1.4.B Current SOM Install, Move, or Add Devices

STEP	ACTION
9 Site Liaison	Coordinate with local building Facilities Management for any identified electrical or facilities issues. Site Liaison completes the DIT-906 (formerly DMB-906) to order network drops, fax lines.
10 DIT-MIPRINT Coordinator TASK 2	<p>Review the Activity Log documentation entered by DIT Field Services regarding their meeting with the Site Liaison in Step 8, Task 1. If the information is incomplete, or inadequate to make a decision regarding Tasks 3 and/or 4, Task 1 is recreated for DIT Field Services to complete the documentation.</p> <p>As determined by documentation from DIT Field Services in Step 8, TASK1:</p> <ol style="list-style-type: none"> 1. Create Task 3 for DIT Telecom to install Fax and/or Network Drops. 2. Create Task 4 for Tech Services to create Print Queue. <p>If Tasks 3 and 4 are not required, create the appropriate Tasks for the remainder of the Change Request.</p>
11 DIT Telecom TASK 3	<p>Install Fax and/or Network Drops.</p> <p>NOTE: This task is optional, and is established and performed only if required, based on info provided by DIT Field Services in Step 8, TASK 1.</p> <p>Site Liaison completes the DIT-906 (formerly DMB-906) to order network drops, fax lines.</p> <p>Task may be performed simultaneously with Task 4.</p>
12 DIT Tech Services TASK 4	<p>Create Print Queue.</p> <p>NOTE: This task is optional, and is established and performed only if required, based on info provided by DIT Field Services in Step 8, TASK 1.</p> <p>Task may be performed simultaneously with Task 6.</p>
13 DIT-IKON TASK 5	<p>Delivery: There are four (4) sub-task activities in TASK 5:</p> <ol style="list-style-type: none"> A. The DIT-IKON Service Specialist will inform Corporate IKON that the Site is ready to accept delivery of the device. B. Corporate IKON will place an order for the device, and respond to the DIT-IKON Service Specialist with an Expected Delivery Date that is at least five business days from the current date. C. The DIT-IKON Service Specialist will inform the Site Liaison, and APC via email, of the expected Delivery Date. <p>NOTE: The Site Liaison, via email, will inform the DIT-IKON Service Specialist (som-ikon@michigan.gov) if an alternate Delivery Date is needed. If no alternate date is needed, no response is required.</p> <ol style="list-style-type: none"> D. The DIT-IKON Service Specialist will update the Description of the Install Task (TASK 6), for DIT Field Services, with the Expected

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STEP	ACTION
	Delivery Date.
14 DIT Field Services TASK 6	<p>Install the IKON device, beginning on the Delivery Date, or, if delivered in the afternoon, begin the installation on the next business day.</p> <p>Installation includes all functions ordered for the device, for all users, as specified on the “Bill To / Ship To” document attached to the Change Management Request, and, an operational test of all functions. Exceptions are</p> <p>to be noted in the Activity Log.</p> <p style="text-align: center;">NOTE: IKON is available for on-site connectivity assistance;</p> <p style="text-align: center;">Telephone assistance is always available (1.800.968.8087 Ex.8220).</p>
15 DIT-IKON TASK 7	<p>The DIT-IKON Service Specialist will contact the Site Liaison to verify that the installation is complete, and that training can be scheduled, if required. Actual training dates will be coordinated between the IKON Trainer and the Site Liaison.</p> <p>If the installation is not complete, other than for noted exceptions in the Activity Log by Field Services, Task 6 in Step 14 will be recreated for DIT Field Services to complete the installation.</p> <p>The DIT-IKON Service Specialist will inform the APC via email, of any issues.</p>
16 IKON Trainer	The IKON Trainer will perform any required training, on site. Actual training activities will be mutually determined by the IKON Trainer and the Site Liaison, as this varies by site and operational functions.
17 DIT-IKON TASK 8	<p>The DIT IKON Service Specialist will perform a Post Implementation Evaluation Review (PIER). This includes a Customer Care Follow-Up call with the Site Liaison.</p> <p>Outstanding issues, concerns, problems, suggestions, etc. are to be communicated to the MIPRINT Manager or designee via email, and/or Corporate IKON, as appropriate, and documented in the Activity Log.</p>
18 DIT-IKON	The DIT-IKON Service Specialist updates various spreadsheets that are shared with Corporate IKON Management for administration of the MIPRINT program.

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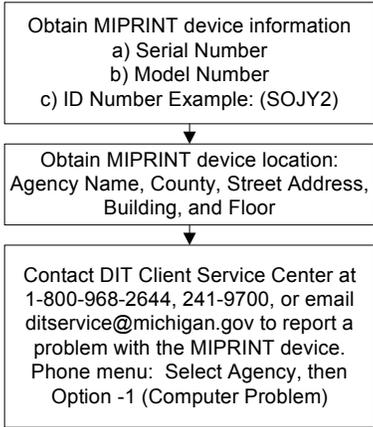
MMCC RFP
Appendix 1.4.C SOM Current Break/Fix Process

Appendix 1.4.C SOM Current Break/Fix Process

MIPRINT Break/Fix Process		
Purpose: To inform how to Report and Address MIPRINT related problems		
STEP	RESPONSIBILITY	ACTION
1	Client/Device Key Operator	Obtain MIPRINT Device ID Information: a) Serial Number b) Model Number c) ID Number Example:(SOJY2)
2	Client/Device Key Operator	Obtain MIPRINT Device Location: Agency, County, Street Address, Building, Floor.
3	Client/Device Key Operator	Contact DIT Client Service Center at 1-800-968-2644, 241-9700, or ditservice@michigan.gov to report a problem with the MIPRINT device. Select Agency, and then phone menu Option -1(Computer Problem - MIPRINT).
4	DIT CSC Analyst	Initially assigns Remedy case to themselves as the assignee.
5	DIT CSC Analyst	Enters MIPRINT Device: Model #, Serial #, IKON ID #, Agency, County, Street Address & Zip Code, Building, and Floor into the Remedy case.
6	DIT CSC Analyst Note: If the problem can not be determined, Action (b) will be used by CSC Analyst to have the vendor go on-site to diagnose the problem and either resolve it, or recommend further action.	Immediately teleconferences with IKON Helpdesk at 1-888-456-6457 to assist in troubleshooting the problem and/or device. CSC Analyst will either: a. Resolve Remedy case with IKON. b. Initiate/Open Service call with IKON. c. Assign Remedy case to a second-level support unit.
7	DIT CSC Analyst	Within three (3) business days, follows up with the client to assure that the vendor has resolved the problem. Follows up with the Vendor Helpdesk if the problem has not been resolved.
8	DIT Field Services DIT Client Service Center DIT Service Center (Telecom)	Assigned DIT staff will follow up and update or resolve Remedy cases, as required.

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Appendix 1.4.C Current SOM Break/Fix Process

Client/Device Key Operator



DIT Client Service Center Analyst

