



**Invitation for Bid
For
HP Support Services
for
Rowan University**

**IFB 12-31
REBID**

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Administrative Information

Institution Contacts:

All questions must be submitted via email with the subject heading:

IFB 12-31 – HP Support Services REBID

Inquiries will not be accepted by telephone. Questions or inquiries should be sent to bids@rowan.edu.

All questions submitted will be answered on the Purchasing Department website:
<http://www.rowan.edu/adminfinance/controller/purchasing/bidads.html> on the date indicated below.

Questions regarding opening any documents or accessing items on the website should be addressed to:

Christina M. Haley
Procurement Specialist
E-mail: haley@rowan.edu

Due Date:

Bids must be received no later than February 6th, 2012, at 2:00 p.m. in the Rowan University Procurement Department located in 202 Memorial Hall, at Rowan University, 201 Mullica Hill Road, Glassboro, NJ 08028.

Refer to the Submissions Requirements section of this document for details.

Schedule of IFB Events:

- | | |
|------------------------------|---------------------|
| • Invitation for Bids Issued | 1/23/12 |
| • Questions Due | 1/26/12 @ 1:00 p.m. |
| • Answers Posted to Website | 1/27/12 |
| • Bids Due | 2/6/12 @ 2:00 p.m. |

Project Overview

Services Requested:

Rowan University is seeking to contract with a firm to provide HP Hardware Maintenance, Onsite Support, HP Software Technical Unlimited Support and HP Software Update services for the University for the software and equipment listed on the Specification Sheet for this IFB at:

<http://www.rowan.edu/adminfinance/controller/purchasing/bidads.html>

The period of coverage starts January 1, 2012 and ends June 30, 2012.

NOTE: A blanket authorization letter to HP has been posted as part of the bid documents for this project. See the website noted above.

General:

1. Rowan University may need to issue one or more addenda related to this IFB. Such addenda shall be added to the original IFB document and posted at:
<http://www.rowan.edu/adminfinance/controller/purchasing/bidads.html>. It will be the responsibility of the prospective vendors and other interested parties to familiarize themselves with the web site and visit it regularly during the IFB process for updated information or addenda related to this IFB.
2. Bidders are required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
3. If awarded a contract, the winning vendor will be required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
4. Rowan University is committed to affirmative action and equal opportunity in all areas of operation. Those submitting proposals must certify that their firm has an updated affirmative action/equal opportunity program.
5. **Rowan University Terms and Conditions apply:**
<http://www.rowan.edu/adminfinance/controller/purchasing/required.html>.

Vendor Personnel:

1. **CRIMINAL BACKGROUND CHECKS ARE MANDATORY** for all non-university personnel performing work on the Rowan University Campus. Vendors, consultants, contractors and subcontractors are required to take all reasonable steps to assure that their employees do not represent a threat to the campus community. Failure to comply with this requirement may result in immediate termination of any award or contract.
2. The bidder shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.
3. All personnel shall observe all rules and regulations in effect at Rowan University governing safety and personal conduct. While on University property, employees shall be subject to control of the University but under no circumstances, shall such persons be deemed to be employees of the University. The vendor or his personnel shall not represent themselves or be considered as employees of Rowan University or the State of New Jersey.
4. Vendors must provide proof of HP certification, as applicable, for the sale of the specified services.

Contract Deliverables and Requirements

Instructions:

In order to be considered for the award, all bids must be received at the appropriate location by the required time. Any bid package not received on time at the noted location will be rejected.

Submit one original and one copy of your bid no later than 2:00 p.m. on the due date to:

Procurement Department
2nd Floor, Memorial Hall
Rowan University
201 Mullica Hill Road
Glassboro, NJ 08028

Please label all Proposals: IFB 12-31 REBID HP Support Services for Rowan University

Evaluation and Selection Criteria:

Rowan University reserves the right to reject any and all bids and to award to multiple vendors, in whole or part, if it is deemed advantageous to do so by the University.

It is anticipated that Rowan will award to the lowest responsible bidder.

BIDDER'S PROPOSAL:

TOTAL BASE BID: _____

DISCOUNT:

Vendor discount, if any, if awarded Bid: Discount may be entered as a (\$) dollar amount or (%) percentage of total bid. If no discount is offered, vendor must enter Ø in space provided.

Vendor Discount: _____

PAYMENT TERMS:

If vendor offers payment terms, e.g. 2% 10 Days Net 30 Days, please enter in space provided. If no payment terms are offered vendor must enter Ø in space provided.

Payment Terms: _____

Bidders must initial and date any and all changes to their bid amount. No correction fluid or pen changes will be accepted without Bidder's initials and date next to any and all corrections.

Bidder's Signature _____ **Date:** _____

Print Name and Title: _____

Submitted by: _____
(Vendor name – please print clearly)

Address: _____

Phone: _____ **E-mail:** _____

Addendum A – Goods, Professional Services and General Service Projects

CHECK LIST – ONLY ITEMS CHECKED ARE APPLICABLE FOR THIS OFFERING
UNLESS NOTED OTHERWISE, ALL APPLICABLE ITEMS MUST BE RETURNED WITH BID PACKAGE OR SUBMISSION
WILL BE REJECTED

1. ☒ ROWAN UNIVERSITY TERMS AND CONDITIONS – **Do Not Return with Package**
2. ☒ Proposal Page **fully executed**
3. ☒ Non Collusion Affidavit
4. ☒ Ownership Disclosure Statement
5. ☒ Contractor Certification and Disclosure of Political Contributions Public Law 2005, Chapter 51 formerly Executive Order 134) and Executive Order 117 **Instructions - Do not return with Package**
6. ☒ Contractor Certification and Disclosure of Political Contributions Public Law 2005, Chapter 51 (formerly Executive Order 134) and Executive Order 117 **Application**
7. ☒ New Jersey Business Registration Certificate
8. ☒ Taxpayer Identification Request (W-9 Form)
9. ☒ Exhibit A Mandatory EEO Language for Goods, Professional Services & General Service Projects
10. ☒ EEO/AA Evidence Disclosure
11. ☐ Form of Bid Bond **
12. ☐ Consent of Surety **
13. ☒ New Jersey Policy Prohibiting Discrimination, Harassment or Hostile Environments in the Workplace **Notice -Do not return with package**
14. ☒ **Acknowledgement of Receipt** for New Jersey State Policy Prohibiting Discrimination, Harassment or Hostile Environments in the Workplace

OPTIONAL DOCUMENTS

New Jersey Small Business Set-Aside Program Application

****All forms except these are available at Rowans University's web site:**

<http://www.rowan.edu/adminfinance/controller/purchasing/required.html>



RE: IFB 12-31
HP Support Services

Q & A FROM INITIAL BID

1. **Q:** Can you let know who was the awarded vendor and their bid amount for bid # IFB 11-59 (Disc Array Storage Equipment)? This information will be helpful for me to pursue your current bid for additional HP services.
A: Information of this nature must be requested through the OPRA process.
2. **Q:** Do you allow vendors to subcontract for items not directly supported by the vendor?
A: All items must be supported by HP.
3. **Q:** Do all line items have a 1/1/12 start date? Some line items show a 4/1/12 start date?
A: The line items should start as shown.
4. **Q:** Why only a six month contract? Will this be rebid for an annual contract beginning July 1?
A: Yes.
5. **Q:** Who is the current service provider?
A: HP.
6. **Q:** Are all Workstations and equipment listed, covered under a paid HP Warranty?
A: Yes.
7. **Q:** Will a Physical Location be provided for the on-site technician?
A: No.
8. **Q:** Will a physical location to store parts be provided?
A: No.
9. **Q:** Is this equipment currently in use and operation?
A: Yes.
10. **Q:** If not does this bid need to include the setup?
A: No.
11. **Q:** What is the expected response time to respond to a service call?
A: As listed by HP.

12. **Q:** What is the expected timeframe for replacement of Hardware?
A: As listed by HP.
13. **Q:** Who would be placing the support calls?
A: University employees.
14. **Q:** Do the individuals, placing the support calls have access to email and/or a Phone?
A: Yes.
15. **Q:** Does this bid require support for the Operating system software, hardware and office software?
A: All items listed must be provided with the HP support services as listed.
16. **Q:** The start date of the contract is before the Bids are due? Can you clarify this?
A: We're running late in putting out the invitation for bids.
17. **Q:** Is there a renewal potential?
A: The next renewal will be bid out again.
18. **Q:** Who will be responsible for the Data?
A: This is just a service contract. The University operates the system.
19. **Q:** Who will be responsible for the software licensing?
A: This is just a service contract.
20. **Q:** Who will this contract report to? Functional department or IT department?
A: IT Department.
21. **Q:** Is the University only taking bids for exact equivalents from HP support or would the University entertain 3rd party support that will provide better support and a lower cost?
A: You can bid anything you like; however, we will only accept services from HP as indicated. We cannot accept 3rd party service on our equipment, only service from the manufacturer.