

WSIPC RFP 14-01 Addendum 1

March 19, 2014

The following questions and clarifications are provided concerning WSIPC RFP 14-01. Paraphrasing of the relevant questions posed to the WSIPC RFP Coordinator has been included as appropriate, and is shown in the italic font.

Q1.1 Could you please clarify the requirement – can a proposer submit their own terms and conditions? If the proposer submits their own terms, are exceptions required to the WSIPC terms required? If exceptions to the WSIPC terms are required, in what format does WSIPC expect to see exceptions? Table format – red lines, etc.?

(Paraphrase) Can a proposer submit their own Standard Terms and Conditions in lieu of those provided by WSIPC? Will those exceptions (changes) be considered grounds disqualification?

A.1.1 Exhibit A Note: A Proposer may submit its own standard contract terms and conditions for WSIPC's consideration in response to this RFP. Exceptions to the General Purchasing Contract should be presented in the format of a table.

Q1.2 When proposing customer pricing guidelines, do I include the 2% within the pricing (ie cost + gross margin) or as extra (ie cost + net margin + 2%)?

A1.2 16. Contract Usage Fee: Contracts established under this RFP will “include” a 2% Contract Usage Fee for all acquisitions obtained through the contract. Accordingly, Proposers' pricing models should include the 2% Contract Usage Fee.

Q1.3 Need more clarification on the 8 am turnaround, but 24 response. Either acknowledging or does that mean 24 hours, like if you get something at 8 am and you are waiting on something you have to get back to somebody within, or before 8am, or is that by 5pm?

**The reality in the proposers feeling on this is, 8 hour “acknowledgement” is doable, but excepting a first draft customer sku turn/delivering this turn around in 8 hours is not realistic. Realistically on this is more on the lines of 48 hours. Please clarify the difference between what you are wanting in 8 hours and what you are wanting in 24 hours. 5.3.7 of the RFP states eight hour (One Business Day) response time to customer. One Business day equals 24 hrs. This section of the RFP falls under the “Goal” section. The Proposer should make every effort not to exceed this response time, but understood that this is not always possible due to the nature of the inquiry.

(Paraphrase) Please clarify the Eight-Hour Turnaround requirement. It is not always possible to fulfill a customer's order, or completely address their issue within an eight hour timeframe.

A1.3 Section 5.3.7 of the RFP states eight hour (One Business Day) response time to customer. One Business day equals 24 hrs. The Proposer should make every effort not to exceed this response time, but understood that this is not always possible depending on the nature of the inquiry. It is expected that the latter would be the exception, and not the rule. This answer should indicate to you that the response time was a goal and not a firm requirement that will disqualify a vending option.

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Q1.4 Section 5.3.12 Shipping Costs - As product sizes and weights vary, as well as final location for the shipment, should a flat fee method be applied? In the best interest of the customers, sometimes we can deliver for free or a quantity allows for trucking vs UPS (for example). If a flat fee is in the contract, local customers end up subsidizing those further away.

A1.4 As long as the shipping is clearly stated in the price list and promotional materials to where the customer can reasonably determine what they will be, the proposer can include fixed and/or flexible models for determining shipping costs.

Q1.5 Section 5.3.13 Price Reduction Protection - The line "All price reductions posted by the manufacturer must be passed on to the customer" is vague. This could be interpreted as all future price reductions would require refunds.

Q1.6 Section 5.3.13 Price Reduction Protection - The line "All price reductions posted by the manufacturer must be passed on to the customer" is vague. This could be interpreted as all future price reductions would require refunds. I do not believe that is the intent, but the wording should be clarified.

A1.6 Price reductions that occur between the time the quote is provided to the customer and the time the order is placed (or PO received) by the customer must be passed on to the customer.

Q1.7 Section 5.4.1 Pricing Model – Consistently produces very low prices for a variety of sample configurations within the specified product categories. Models which do not respond predictably to market fluctuations over time will be disqualified. (Note: This is under Evaluation of Responses.)

a. Please define "very low prices".

A1.7 a. The term 'very low prices' can be interpreted as 'educational pricing'. Districts and their personnel have an expectation that they do not pay 'market' pricing for a product, but benefit from special education pricing. Beyond pricing provided on the contract, you may decide during the year, vendors may communicate to WSIPC special pricing on laptops or other computing solutions. We broadly distribute and market the purchasing opportunity to districts and invite them to take advantage of the pricing.

b. "Very low prices" as compared to what?

A1.7 b. As compared to 'market' value or pricing. It implies both a K-12 pricing and perhaps further reductions in price, as you see appropriate, to encourage districts to purchase your solution.

c. Are levels of service taken into account?

A1.7 c. No.

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Q1.8 In order to “Future Proof” our offering, will there be language to allow additional vendors to be added upon approval from WSIPC after contract has been awarded?

A1.8 See Section 5.3.16 b) ...Changes in third party participation in the Proposer’s solution during the course of the contract must be reviewed with, and approved by WSIPC. 4.2.1 3, is also relevant.Q1.9

Q1.9 Is leasing included as part of the scope of the RFP?

A1.9 The RFP is for the Purchase of Computer Hardware (see Exhibit A)

Q1.10 If resellers can respond to this RFP, do they need a letter of authorization from the manufacturer, authorizing them to submit a proposal for the manufacturer’s product?

A1.10 The manufacturer’s letter of authorization is not a required submittal for this RFP. However it may be in the proposer’s best interest to have one to avoid delays in delivery of product to customers, in the event a contract is awarded.