

**Midwestern Higher Education Compact  
Computing Hardware and Related Services (Desktops, Laptops, Tablets, Servers & Storage)  
Request for Proposals – Vendor Questions and Answers  
August 20, 2014**

<b>Vendor A</b>
<p>Q1. On page 3, Section A. Introduction, please clarify what MHEC means by “certified supplier”.</p> <p>A1. Evidence of an agreement between certified supplier and manufacturer to offer pricing and support for the proposed products and services.</p> <p>Q2. On page 4, Section D. Scope of Solicitation, please clarify the process for: “separate contract addendum to the mast price agreement is executed”.</p> <p>A2. The addendum process is identical to the process for the original Master Price Agreement.</p> <p>Q3. On page 4, Section D. If a manufacturer responds, but only sells through resellers, how should they indicate which resellers are authorized to sell through this resulting contract?</p> <p>A3. The Master Price Agreement between MHEC and vendor will contain terms and conditions that will be required to flow through to the authorized reseller(s), which the authorized reseller(s) will be required to incorporate in its agreement with eligible organizations. Resellers may be submitted with the proposal.</p> <p>Q4. On page 7, Section 1h: please describe the process for “other mutually agreed-upon means” to be determined. In the case of enterprise storage, we do not recommend an eligible participant order enterprise storage from a website without face to face technical discussions, in order to mitigate risk for all parties.</p> <p>A4. The intent was to address the transaction between eligible organization and vendor. It was not intended to address pre-sales, post-sales, and support.</p> <p>Q5. Could a respondent only respond with Storage, and not servers (referring to page 13, Category 4)?</p> <p>A5. Yes.</p>
<b>Vendor B</b>
<p>Q6. What is the approximate annual spend estimated for this contract in 2014? Can you provide historical spend data for this contract? By State? By product category?</p> <p>A6. Sales across MHEC’s Technology Cost Savings Program for FY 2014 exceeded \$300 million dollars. Note: Past sales are not indicative or guarantee future sales volumes. The spend data metric used is an Annual Program Savings for Entities and Citizens in MHEC’s member states by state and cost savings program. This document is published at: <a href="http://www.mhec.org/sites/mhec.org/files/201213costsavings.pdf">http://www.mhec.org/sites/mhec.org/files/201213costsavings.pdf</a>.</p> <p>Q7. Can you clarify “final acceptance” as it pertains to section 1b within the General Information &amp; Qualifications?</p>

“1b. The successful contractor must warranty all products and ensure that this product works to its maximum capacity for a minimum period of twelve (12) months after **final acceptance** by the Eligible Participant that purchased it.”

A7. The Master Price Agreement will have a final acceptance clause allowing procuring eligible participant to act within a reasonable time after delivery.

Q8. As it pertains to section 1g, what are the participant locations that exist outside of North America?

A8. The intent is to address U.S. institutions with a campus presence or delivering degree programs abroad, e.g. China or Belize.

Q9. Seeking clarification on the Administrative Fee Schedule, will a different admin fee be applied to each level of accumulated sales, or will one flat fee be assessed based on the total amount of quarterly sales? For example, if you sell more than \$100 million, will the admin fee be .25% for all sales? Or just the portion above \$100 million?

A9. The Administrative Fee Schedule will be based on total accumulative sales for the duration of the Master Price Agreement. The Administrative Fee will be adjusted quarterly. If quarter one sales exceeds \$100 million, the Administrative Fee would be 0.25% for the reported quarter and for the remainder of the agreement.

Vendor C

Q10. On the pricing example table, can MHEC provide more detail or definition around the request for “On-Site Sales”?

A10. Discounts for institutions providing On-Site Sales to students, faculty, and staff through on-line sales and/or store front offerings such as a book store.

Q11. Would MHEC consider a 1 week extension for bid submission?

A11. No.

Q12. For the Standard Mobile 14” Notebook, will you accept other processors such as an i5-4310u (3M cache, 2.0GHz) processor and Intel 4400 graphics?

A12. Yes.

Vendor E

Q13. What is your anticipated storage growth year over year?

A13. Unknown. Dependent on institution preference.

Q14. What is your backup regime? (Incremental backups and/or full backups?)

A14. Unknown. Dependent on institution preference.

Q15. Are you approaching your storage capacity limit?

A15. Unknown.

Q16. What is your Data Backup or Data Protection Strategy?

A16. Unknown.

Q17. Do you have a business continuity/disaster recovery strategy?

A17. Unknown.

Q18. Do you know how much it costs you, to be down?

A18. Unknown.

Q19. What Tape products have been deployed?

A19. Unknown.

Q20. Are you approaching your storage capacity limit?

A20. Unknown.

Q21. What is your Data Archive Strategy?

A21. Unknown.

Q22. Do you have a business disaster recovery strategy?

A22. Unknown.

Q23. What is your Data Retention policy?

A23. Unknown. Dependent on institution preference.

Q24. Do you know how much it costs you, to be down? (What is your RTO?) Recovery Time Objective talks about how long a customer can be without access to his data AND remain in business. Ebay would be minutes or less. The Library of Congress can wait for extended lengths of time to recover data.

A24. Unknown.

Q25. If you were to lose access to your Data how long would you remain in business? What are your compliance/regulatory requirements? (What is your RPO?) Recovery Point Objective talks about, in the case of a catastrophe, what percentage of your data can you lose permanently and still be able to do business. Ebay cannot lose any customer data so has a 100% RPO. The Library of Congress can lose a vast majority of their data and still be in business because they can reconstruct all of their data from existing sources.

A25. Unknown.

Q26. What Disk products are being deployed?

A26. Unknown.

Q27. What database are you running?

A27. Unknown. Dependent on institution preference.