



**Midwestern Higher Education Compact**  
**End User Computing & Peripherals, Device Lifecycle Management, and Associated Services**  
**MHEC-RFP-10282021**  
**Request for Proposals – Vendor Questions and Answers**  
**November 16, 2021**

Vendor A
<p>Q1. How many members belong to MHEC and what is the cost to become a member?</p> <p>A1. The MHEC region has twelve Midwestern states who have enacted legislation to become members of MHEC: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin. Member states in each of the regional compacts pay an annual appropriation to provide any eligible organizations, in their respective state, access to MHEC programs and contracts. Section B.4 Eligible Organizations defines each of the Compact’s member states and eligible organizations.</p> <p>Q2. In regards to Section C.42 – Marketing – a. Does our website need online ordering capabilities?</p> <p>A2. Online ordering is not a requirement, it may be a desirable option.</p>
Vendor B
<p>Q3. The current MHEC contract from 2014 includes Servers and Networking Equipment in addition to End User Equipment. The current solicitation focuses on only End User Equipment and associated Peripherals, Software and Services. Are Servers and Networking Equipment not in scope of the current solicitation?</p> <p>A3. The proposed products and services are not intended to limit proposed products or services offered and may be refined during the course of any resulting Master Agreement. Section B.5 Proposed Products and Services state “This solicitation is seeking technology providers to propose a full line of products and services by Original Equipment Manufacturer (OEM) without limitation that include: A) End User Computing and Peripherals, B) Device Lifecycle Management Solutions, and C) any Associated Services.</p> <p>Q4. Section A.12 of Proposal Format provides information on the Cover Letter and Terms and Conditions. For proposed solution and additional sections, does MHEC expect proposers to provide the response in the form of a compliance matrix to each section of the RFP or do the proposers have the flexibility to provide responses in the offeror’s template?</p> <p>A4. Compliance matrix or offeror’s template is acceptable. Responses must be keyed to the section and paragraph numbers provided in this RFP.</p>

Q5. Product catalogs are very large files and can require a separate binder with several hundreds of pages as printed copies. For materials that are print heavy such as product list price catalog and product brochures, can these be included electronic copies in the flash drive as opposed to printed copies, or can we include hyperlinks to websites with relevant data.

A5. Yes, product catalogs, price catalogs, product brochures can be submitted as electronic copies and/or hyperlinks to websites with relevant data.

Q6. Is MHEC willing to provide a two-week extension to the proposal due date?

A6. The extension request is under consideration. If an extension is made a formal amendment will be posted at <https://www.mhec.org/news/rfp-end-user-computing-peripherals-device-lifecycle-management-and-associated-services-mhec>

Vendor C

Q7. A.11 Submission Requirements and Proposal Deadline. This section instructs Offerors to submit "One (1) sealed bound original, one (1) identical electronic copy of the response, and an electronic copy emailed to [nathans@mhec.org](mailto:nathans@mhec.org)."

May MHEC's receipt of Offeror's emailed electronic copy be considered as meeting the due date, with the hard copy original and electronic copy (on USB) to follow in the mail within a few days of the due date?

A7. Yes, the emailed electronic copy is acceptable for meeting the due date.

Q8. B.9 Pricing. This section instructs Offerors to include a Microsoft Excel document, as the Pricing exhibit to the proposal, with the most current product catalog with the manufacturer education and/or commercial list price.

Will MHEC please allow Offerors to include the Microsoft Excel catalog/pricelist in electronic format only (on the USB and emailed copies) and not require it to be printed and included in the hard copy binder? The pricelist fills several large binders when printed.

A8. Yes, Microsoft Excel file for catalog/pricelist is the preferred format. No requirement for printed catalog/pricelist.

Q9. A.8 Proposal Timeline. Vendor respectfully requests a one-week extension due to the Thanksgiving holiday closures and vacations. Thank you for your consideration of this request.

A.8. The extension request is under consideration. If an extension is made a formal amendment will be posted at <https://www.mhec.org/news/rfp-end-user-computing-peripherals-device-lifecycle-management-and-associated-services-mhec>

Vendor D

Q10. As stated in the Overview, this current RFP is a re-bid of the 2014 contract. How will vendors offer server, storage, and networking solutions through this RFP that were part of the legacy contracts?

A10. The proposed products and services are not intended to limit proposed products or services offered and may be refined during the course of any resulting Master Agreement. Section B.5 Proposed Products and Services state “This solicitation is seeking technology providers to propose a full line of products and services by Original Equipment Manufacturer (OEM) without limitation that include: A) End User Computing and Peripherals, B) Device Lifecycle Management Solutions, and C) any Associated Services.

Vendor E

Q11. Does MHEC want to see pricing for each product and solution? If yes, can you please provide a list of the products and solutions MHEC wants to seeing pricing for?

A11. Yes, MHEC is seeking technology providers to propose a full line of products and services by Original Manufacturer (OEM) without limitation that include: A) End User Computing and Peripherals, B) Device Lifecycle Management Solutions, and C) any Associated Services. Please reference section B.9 Pricing for submitting pricing proposal.

Vendor F

Q12. If the technology solution we propose should be a software cataloging system already existing in the market, or a novel and innovative solution?

A12. Yes, proposed products and services can be innovative, novel, and already existing in the market. Offeror must be an accredited OEM partner, if not the manufacturer.

Q13. If it is a novel software solution, does it have to integrate with the current procurement tools/process used by various institutions of MHEC?

A13. Yes, software solutions may have to integrate depending on Eligible Organizations requirements.

Q14. The last sentence of the A1 paragraph states *Responses must be keyed to the section and paragraph numbers provided in this RFP*. Meaning to turn around the given RFP as a technical response with answers under all numbered paragraphs, is this correct?

A14. Yes.

Q15. Will a separate cost proposal for pricing structure and discounts as a Microsoft Excel spreadsheet, suffice with the 3 below tabs for each category?

- a. End-user Computing and Peripherals
- b. Device Lifecycle Management Solutions

c. Associated Services

A15. Yes.

Q16. We are an accredited partner with some OEMs and also an approved partner with some resellers, therefore can we propose products from their catalog listings?

A16. Yes, products and services from an accredited OEM partner can be proposed.

Q17. We understand that we need to enter the Master Agreement with a framework/channel to provide institutions to purchase products and services - how are you expecting this framework deliverable at the time of RFP submission?

A17. The Master Agreement framework will be negotiated, once an award is recommended, and based on the Offerors response.

Q18. Will MHEC assist to maintain an online system/solution for quoting, tracking, managing, and reporting all peripherals/lifecycle solutions/services purchased by MHEC under this framework?

A18. No. See section C.46 Quarterly Report for reporting requirements.

Q19. Will there be an addendum in the future that we could see all the offerors? In case of opportunities for a partnership between offerors to provide MHEC a very comprehensive and competitive range of products and services.

A19. No. After an award is made and the Master Agreement(s) are executed, a list of Offers will be available. See A.4 Confidentiality.