



**February 20, 2019
ADDENDUM No. 2**

RFP#DK1901 Onsite repair and Maintenance of Micro- computers, Laptops, Tablets, Multi-Function Equipment and Workstations – District Wide

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED

All responses shall be addressed and returned to this location by the due date listed below:

City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 South State Street, Room 102
Chicago, IL 60609

Attention: Debra King, Associate Director, Procurement Services
*Responses must be received no later than 12:00 p.m. local Chicago time, on
Monday, March 18, 2019*

Modification to the RFP document:

Currently Reads:

Item No. 1 – SECTION II - SCOPE OF SERVICES – B., 3RD PARAGRAPH :

The vendor will provide on-site repair and maintenance for City Colleges of Chicago microcomputers, laptops, tablets, printers, scanners, faxes, workstations and related equipment on an as needed basis, and each service call will be charged per the device type according to the flat rate cost table listed in Exhibit B.

Change To

Item No. 1 – SECTION II - SCOPE OF SERVICES – B., NEW 3RD PARAGRAPH INSERT : Adding Exhibit C

The vendor will provide on-site repair and maintenance for City Colleges of Chicago microcomputers, laptops, tablets, printers, scanners, faxes, workstations and related equipment on an as needed basis, and each service call will be charged per the device type according to the flat rate cost table listed in Exhibit B.

Exhibit C is a list of equipment currently in use with the City Colleges of Chicago's OIT Infrastructure department. The items listed are examples of equipment which may need servicing. Please indicate if you are able to provide services and maintenance for the equipment listed by a certified technician. Note this list of equipment is not a comprehensive list of all equipment which is in use by CCC's various locations.

Modification Item No. 2

ATTACHMENT INSERT – EXHIBIT C: INFRASTRUCTURE EQUIPMENT UNDER THE EXHIBIT SECTION

ID #	Category	Sub-Category	Product Specifications	Yes/No	Please provide details as appropriate
1.	Hardware	HP Single Task Server	HP DL360 Gen9 8SFF CTO Server		
2.	Hardware	Multi Task Server	HP ProLiant DL380 Gen9 Server		
3.	Hardware	Blade Server	HP ProLiant BL680c G7		
4.	Hardware	Router	Cisco ISR 4451 AX Bundle with APP and SEC license		
5.	Hardware	Power Supply	AC Power Supply for Cisco ISR		
6.	Hardware	Router	Cisco ISR 4321 AX Bundle w/APP SEC lic		
7.	Hardware	Router	Cisco ISR 4351 AX Bundle w/ APP SEC lic		
8.	Hardware	Router	ASR 9001 Chassis with 60G Bandwidth		
9.	Hardware	Power Supply	750W AC Power Supply for ASR-9001		
10	Hardware	Router	Cisco ASR 1002-X		
11	Hardware	Power Supply	AC Power Supply for Cisco ISR		
12	Hardware	Switches	Cisco Nexus 9000 series switch		

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13	Hardware	Power Supply	Nexus 9500 3000W AC PS		
14	Hardware	Switches	Nexus 9500 linecard 48p 1/10G SFP+		
15	Hardware	Switches	Nexus 9300 with 48p 10G SFP+		
16	Hardware	Switches	Cisco 3850 Series switch		
17	Hardware	Power Supply	750W AC Power Supply for ASR-9001		
18	Hardware	Power Supply	1100W AC Config 1 Secondary Power Supply		
19	Hardware	Switches	Cisco Nexus 2000 Series		
20	Hardware	Storage	HP LTO Ultrium 4 - 800 GB / 1.6 TB		
21	Hardware	Switches	Nexus 2348UPQ with 4 Bidi or 2FET-40G and 8FET-10G		
22	Hardware	Switches	Catalyst 4500 X Series Switches		
23	Hardware	Wireless Controllers	Cisco 8540 Wireless Controllers		
24	Hardware	Switches	Cisco Nexus 9000 series switch		
25	Hardware	Router	Cisco ISR 4451 AX Bundle with APP and SEC license		
26	Hardware	Power Supply	AC Power Supply for Cisco ISR		

Pre-Proposal Questions for DK1901- Onsite Repair and Maintenance of Micro Computers, Laptops, Tablets, Multifunction Equipment and Workstations District Wide

Responses to Pre-Proposal Questions:

1. Is the Cyber liability policy the same as the other IT RFP?
 - a. Per the RFP it is \$5Million
2. Who is your current provider?
 - a. There is no current provider
3. What is the average age of the equipment?
 - a. We have about 13,000 devices. The Refresh rate is roughly five years. We cannot break down the average life of equipment.
4. What are the number of service calls monthly? In warranty and out of warranty for service? Do you know the number of items that are in warranty and out of warranty?
 - a. The exact number of services calls for devices that are in or out of warranty is unknown. As a baseline, or an example of daily service calls for devices, please view the question no. 5.
5. How many service calls to-date does CCC get on current equipment?
 - a. Roughly 5% of the tickets per day are for break/fix.
6. Are we looking for one firm or select per specialty areas?
 - a. A pool of vendors with areas of specialty
7. Laser printer head in Section 8 are we looking for a range of cost? Can we describe? Can you provide a list of items were currently have?
 - a. Here are some of the models currently used at CCC. HP LaserJet m603, HP LaserJet m605, HP LaserJet m606, HP LaserJet CM4540, HP Office Jet Pro x576dw, HP PageWide Pro series.
8. The flat rate that includes the part is not beneficial to all parties. Can we review the pricing page? Baseline and include the parts and labor and for service calls could this be considered?
 - a. The expectation is for the contractor to provide labor rate for the repair/maintenance for items serviced for items covered under warranty; and to provide labor rate and parts cost for items serviced that are no longer covered under warranty.
9. What is the threshold to repair or replace?

- a. Financial thresholds are not set in stone. There may be extenuating circumstances that may require out of the ordinary services and/or repairs. For all other expectations, please see Exhibit A.
10. At what point is the service level determination made from 8x5x5 to 24/365/7? And who is the approver of this service level?
- a. CCC OIT requires normal support hours to be between the hours of 8am – 5pm, 5 days a week (Mon-Fri). In the event of an emergency, i.e. server related issues, OIT will require support anytime, any day, at any hour
11. If we get 10 calls per week, do we have one helpdesk for CCC? Do each location has helpdesk to filter the calls? Does CCC do any review prior to calling for service? How are service calls filtered so vendor does not make unnecessary call?
- a. CCC has a centralized helpdesk. Each campus has its own individual IT technicians. The technician will assess the device needing service before contacting the repair/maintenance representative. The responding representative will respond to the specific requestor of service at their respective locations.

Please acknowledge receipt of all Addendums in your proposal submissions.

End of Addendum