

**HACC — Central Pennsylvania's Community College
Harrisburg, PA**

Request for Bid

RFB13-05

For

CISCO SMARTNET MAINTENANCE

Issued: September 24, 2012

BID DUE DATE: October 5, 2012 by 1:30PM

Award of Contract: Following the November 6, 2012 Board of Trustees Meeting

Sealed Bids Must Be Delivered to: HACC
Procurement and Business Services
Room PC223
349 Wiconisco Street
Harrisburg, PA 17110

All firms who respond to the RFB will receive a notification letter in the mail within one week after the Board of Trustee Meeting.

Bid results will be posted on HACC website: www.hacc.edu –
<http://hacc.edu/Purchasing/RequestforBids/Current-RFBs-FY13.cfm>

For information concerning the RFB process, required format and the schedule of activities, please direct questions to:

Garry Crider
Procurement Services Manager
Telephone: (717) 221- 1300 x 1645
Email: cgcrider@hacc.edu

ACKNOWLEDGMENT FORM

HACC — Central Pennsylvania’s Community College

Request for Bid

RFB13-05 CISCO SMARTNET MAINTENANCE

Acknowledgement: Please acknowledge receipt and interest in this Request for Bid (RFB) by completing the information requested below and emailing it to cgcrider@hacc.edu.

Acknowledgement due date is October 3, 2012.

Also, please include this page with your Bid.

Provider Name: _____ Contact Name: _____

Address (include City, State, Zip): _____

Phone: _____ Fax: _____ Cell Phone: _____

Email: _____ Website: _____

Check One: We will _____ will not _____ be responding to this RFB.

If not responding, please explain briefly: _____

Terms:

1. All bids must be mailed or hand delivered in a **sealed** envelope clearly marked with your company name and the HACC bid number.
2. Bids must include all costs and shipping/handling/freight charges. HACC is tax exempt.
3. Do not include a copy of the original RFB with your response.
4. RFB Clarification

Bidders may request an explanation of the intent or content of this RFB and clarification of procedures used for this procurement. No interpretation made to any Bidder as to the meaning of the RFB shall be binding on the College unless repeated in writing and distributed as an addendum by the College Central Administration Procurement Office. Requests for written explanation or clarification shall be e-mailed to Garry Crider, Procurement Services Manager, at cgcrider@hacc.edu. Such requests must be received no later than October 1, 2012 by 10:00AM. Answers to the questions will be emailed to the bidders by October 2, 2012 by 4:00PM.

Failure of the Bidder to make appropriate inquiries, evaluate any special conditions, or to verify requirements of this RFB shall not relieve the Bidder of the responsibility of fulfilling the contract in accordance with the terms of this RFB.

Communication concerning the Request for Bid can only be with Garry Crider, Procurement Services Manager (717-221-1300 extension 1645 or cgcrider@hacc.edu). Oral communication with any other College employee, unit, department, or organization concerning this RFB is not binding on the College and shall in no way modify the RFB, or the obligation of the College or the Vendor, and may deem the Bidder's bid void.

5) Acceptance of Bid

The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Bidder, as well as the services to be provided. The College further reserves the right to accept or reject any or all bids, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Bidder's response to this RFB.

The College also reserves the right to allow a Bidder to correct a defect in its Bid provided that correction of the defect does not alter the amount of the Bid or the scope of work required under the Bid.

6) Addenda to the RFP

In the event that it becomes necessary to revise any part of this RFB, HACC's Procurement and Business Services Office will provide addenda in writing to the Bidders who indicate that they are interested by returning the acknowledgement sheet (page 2). No oral statements,

explanations, or commitments by whosoever made shall be of any effect except as the College's Procurement and Business Services Office has confirmed the same in writing.

7) Oral Communication

Oral communication with any College employee, unit, department, or organization concerning this RFP is not binding on the College and shall in no way modify the RFP or the obligation of the College or the provider.

8) All Bidders are to complete the Bid Form on pages 5-7 of this RFB.

HACC - Central Pennsylvania's Community College

RFB13-05

CISCO SMARTNET MAINTENANCE REQUEST FOR BID

SPECIFICATIONS

HACC, Central Pennsylvania's Community College – Central Administration is looking to enter into a three (3) agreement for Cisco SmartNet (only) Maintenance. Coverage will be from November 1, 2012 thru October 31, 2015.

1. Bidder must be able to process and administer the Cisco SmartNet Maintenance to HACC. Proof of authorization to process the Cisco SmartNet Maintenance must be included as part of the Bid form.
2. Term of contract will be for three (3) years, beginning November 1, 2012 with annual billings made each October for the duration of the contract. This contract will expire October 31, 2015. Maintenance will begin retroactive November 1, 2012.
3. Describe the process for contacting technical support. (Include as part of the Bid Form)
4. Describe the process of adding equipment purchased during the contract period to the maintenance agreement. (Include as part of the Bid Form)
5. **Complete the pricing for a three year Cisco SmartNet agreement on the items listed on Exhibit A – Bid Sheet Detail spreadsheet** (columns Q, R, and S) that are eligible (not End of Life, End of Support) for SmartNet. Note: there are some items covered beyond October 31, 2015 by a Cisco SmartNet Agreement.
6. Service levels are noted in the contract type field on Exhibit A – Bid Sheet Detail Spreadsheet.
7. Items not eligible for the full three year term should be stated in the bid response, and the reason that the item isn't eligible should be noted. For example, if Cisco has listed an item as End of Support which would fall in the middle of the three year term.
8. Contract will be for Cisco SmartNet only. No other support options will be considered.

END OF BID SPECIFICATIONS

HACC - Central Pennsylvania's Community College

**REQUEST FOR BID
RFB13-05
CISCO SMARTNET MAINTENANCE**

BID FORM

A) CISCO SMARTNET MAINTENANCE:

TOTAL BASE BID PRICE YEAR ONE (1): \$ _____

TOTAL BASE BID PRICE YEAR TWO (2): \$ _____

TOTAL BASE BID PRICE YEAR THREE (3): \$ _____

B) Bid Deadline

To be considered for selection, Bids shall arrive at HACC's Procurement and Business Services Office, 349 Wiconisco Street, Room PC223, Harrisburg, PA, 17110, by 1:30PM on or before October 3, 2012. Bids must be in a sealed container, clearly marked "RFB13-05, CISCO SMARTNET MAINTENANCE." Allow time for normal mail delivery to ensure timely receipt of Bids by HACC's Procurement and Business Services Office. Bids arriving after the deadline will not be considered. All Bids become the property of the College.

C) Number of Copies and Mailing of Bid

Two (2) copies of the Bid will be submitted in a sealed container clearly marked with the name of the Bid and labeled "RFB13-05, CISCO SMARTNET MAINTENANCE." One (1) of the copies shall be marked "Master Copy" and will contain original signatures. The other copy does not require original signatures.

The Bids must be addressed as follows:

Harrisburg Area Community College
349 Wiconisco Street, Room PC223
Harrisburg PA 17110
ATTN: Garry Crider, Procurement Services Manager
RFB13-05 Cisco SmartNet Maintenance

D) Additional questions:

- 1) Describe the process for contacting technical support.

- 2) Describe the process of adding equipment purchased during the contract period to the maintenance agreement.
- 3) Provide proof of authorization to process the Cisco SmartNet Maintenance must be included as part of the Bid form.

E) HACC, Central Pennsylvania’s Community College is a member of the following:

- 1) Educational & Institutional Cooperative Service, Inc.
- 2) Provista
- 3) Amerinet
- 4) US Communities
- 5) Keystone Purchasing Network (KPN)

G) Vendor Registration: To all Proposers: Please register your firms information on HACC’s website – go to www.hacc.edu – “Business & Community” – “Purchasing” – “Vendor Purchasing System Login” – then following instructions.

NAME _____

SIGNATURE _____

FIRM NAME _____

ADDRESS _____

TELEPHONE _____ **EMAIL ADDRESS** _____

END OF BID FORM