

**IRVING INDEPENDENT SCHOOL DISTRICT  
PURCHASING DEPARTMENT**

2621 West Airport Freeway IRVING, TX 75062  
PHONE: (972) 215-5440 FAX: (972) 215-5442

This is NOT AN ORDER. It is an invitation to bid or propose.

**REQUEST FOR COMPETITIVE SEALED PROPOSALS #09-24 DESKTOPS AND LAPTOPS**

Please RESPOND on the following not later than **3:00 PM, April 2, 2009**"

SUBMIT ONE ORIGINAL AND TWO COPIES OF BID.

Mark sealed envelope "**CSP # 09-24 Desktops and Laptops**" This proposal will open at **3:00 PM, April 2, 2009** and deliver to the Purchasing Office address at the top of this form or mail to:

MAIL TO:  
Rick Powell, Director of Purchasing  
Irving ISD  
P.O. Box 152637  
Irving, TX 75015-2637

OR DELIVER TO:  
  
2621 West Airport Freeway  
Irving, TX 75062

Any submissions of information or documents to Irving ISD (District) pursuant to this bid or proposal is deemed public information by the District unless the Director of Purchasing of the District is otherwise noticed in writing and responds to vendor in writing receiving said notice. In determining the award of contracts, the District shall consider factors in accordance with Section 44 Texas Education Code. The right is reserved to accept or reject each item separately or as a whole.

**IRVING INDEPENDENT SCHOOL DISTRICT**

By: 

Richard Powell, Director of Purchasing  
[rpowell@irvingisd.net](mailto:rpowell@irvingisd.net)

\_\_\_\_\_  
You are representing to Irving ISD that you are authorized to submit this proposal by signing below.

Proposal submitted: (Circle one) YES OR NO BID

Company Name: \_\_\_\_\_

Signature of authorized representative \_\_\_\_\_ Date \_\_\_\_\_

Printed name \_\_\_\_\_ Email \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Vendors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin. Bidder certifies that the company complies with Executive Order 11246, entitled "Equal Employment Opportunity", as amended by Executive Order 11375 and as supplemented in Department of Labor Regulations.

The expiration date of the contract may also be extended for a period agreed to by both parties, not to exceed six months.  
All contracts, agreements or any other business affairs with the Irving Independent School District, Irving Texas shall be construed according to the laws of the State of Texas and have venue in a court of competent jurisdiction in Dallas County, Texas.

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**NON-COLLUSIVE BIDDING CERTIFICATE**

By submission of this bid or proposal, the Bidder certifies that:

- a) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
  - b) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
  - c) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
  - d) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.
- 

**Texas Education Code Section 44.034.**  
**Notification of Criminal History of Contractor**

a) A person or business entity that enters into a contract with a school district must give advance notice to the district if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony.

Vendor response (MUST initial): negative \_\_\_\_\_ or see attached information \_\_\_\_\_

b) A school district may terminate a contract with a person or business entity if the district determines that the person or business entity failed to give notice as required by Subsection (a) or misrepresented the conduct resulting in the conviction. The district must compensate the person or business entity for services performed before the termination of the contract.

c) **This section does not apply to a publicly held corporation.** Initial if (c) applies \_\_\_\_\_

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**If awarded under this document, vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws and regulations related to the performance of services or supply of goods to Irving ISD.    yes \_\_\_\_\_ no \_\_\_\_\_**

**Signature below certifies accuracy of answers to all sections on this page.**

Authorized Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

Company Name \_\_\_\_\_

Telephone Number (        ) \_\_\_\_\_ Date \_\_\_\_\_

**PAYMENT TERMS**

Irving ISD pays net 30 or at point of sale and complies with the State of Texas payment law, Texas Government Code, Chapter 2251.

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**VISITOR REGISTRY SYSTEM**

Pursuant to Section 38.022 of the Texas Education code, vendors must present a valid state or government-issued photo ID before access into the school is granted. This ID will be scanned into a registered sex offender database; any vendor found to be an offender will be denied access into the school. Local law enforcement will be contacted should this occur.

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**EPCNT**

Irving ISD encourages vendors to check yes to the EPCNT clause because other schools can buy with our bid under the same terms. This streamlines the public purchasing process and cuts costs to the public. It also keeps vendors from having to answer multiple bids for many school districts for the same product(s) or services, thereby saving the vendors resources. Do not check yes if doing so would be detrimental to Irving ISD pricing, terms or conditions in your response.

Approximately 53 school districts in the area have formed, through an inter-local agreement, the Educational Purchasing Cooperative of North Texas (EPCNT). You may learn about EPCNT at <http://www.epcnt.com/>. Should any of these entities decide to participate in this bid, would you (the vendor) agree to extend your offer to all member school districts? Terms and conditions and pricing must be the same as for Irving ISD.

\_\_\_\_\_ NO, \_\_\_\_\_ YES

If vendor checks yes, the following will apply:

Terms and conditions and pricing will be the same as Irving ISD. Members and participants of the EPCNT will be eligible, but not obligated, to purchase materials/services under the contract awarded as a result of this solicitation. All purchases by members and participants other than the Irving ISD will be billed directly to that entity and paid by that entity. Irving ISD will not be responsible for another entity's debts. Each governmental entity will order its own materials/services as needed.

**Signature below certifies authorizes EPCNT participation for this offer by the responding vendor.**

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Company Name \_\_\_\_\_ Date \_\_\_\_\_

**TO BE SIGNED AND RETURNED**

**CERTIFICATE OF RESIDENCY**

The State of Texas has passed a law concerning non-resident contractors. This law can be found in Texas Education Code under Chapter 2252, Subchapter A. This law makes it necessary for the TISD to determine the residency of its offerors. In part, this law reads as follows:

Section: 2252.001

(3) 'Non-resident bidder' refers to a person who is not a resident.

(4) 'Resident bidder' refers to a person whose principal place of business is in this state, including a contractor whose ultimate parent company or majority owner has its principal place of business in this state.

Section: 2252.002

A governmental entity may not award a governmental contract to a nonresident bidder unless the nonresident underbids the lowest bid submitted by a responsible resident bidder by an amount that is not less than the amount by which a resident bidder would be required to underbid the nonresident bidder to obtain a comparable contract in the state in which the nonresident's principal place of business is located."

I certify that \_\_\_\_\_  
(Name of Company Bidding)

is, under Section: 2252.001 (3) and (4), a

\_\_\_\_\_ Resident Bidder \_\_\_\_\_ Non-resident Bidder

My principal place of business under Section: 2252.001 (3) and (4), is in the city  
of \_\_\_\_\_ in the state of \_\_\_\_\_

\_\_\_\_\_  
Signature of Authorized Company Representative

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title      Date

**Model SB 9 Contractor Certification**  
**Contractor Employees**

**Introduction:** Texas Education Code Chapter 22 requires entities that contract with school districts to provide services to obtain criminal history record information regarding covered employees. Contractors must certify to the district that they have complied. Covered employees with disqualifying criminal histories are prohibited from serving at a school district.

**Definitions:**

*Covered employees:* Employees of a contractor or subcontractor who have or will have continuing duties related to the service to be performed at the District and have or will have direct contact with students. The District will be the final arbiter of what constitutes direct contact with students.

*Disqualifying criminal history:* Any conviction or other criminal history information designated by the District, or one of the following offenses, if at the time of the offense, the victim was under 18 or enrolled in a public school: (a) a felony offense under Title 5, Texas Penal Code; (b) an offense for which a defendant is required to register as a sex offender under Chapter 62, Texas Code of Criminal Procedure; or (c) an equivalent offense under federal law or the laws of another state.

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On behalf of \_\_\_\_\_ ("Contractor"), I certify that

[check one]:

None of the employees of Contractor and any subcontractors are *covered employees*, as defined above. If this box is checked, I further certify that Contractor has taken precautions or imposed conditions to ensure that the employees of Contractor and any subcontractor will not become *covered employees*. Contractor will maintain these precautions or conditions throughout the time the contracted services are provided.

*Or*

Some or all of the employees of Contractor and any subcontractor are *covered employees*. If this box is checked, I further certify that:

- (1) Contractor has obtained all required criminal history record information regarding its covered employees. None of the covered employees has a disqualifying criminal history.
- (2) If Contractor receives information that a covered employee subsequently has a reported criminal history, Contractor will immediately remove the covered employee from contract duties and notify the District in writing within 3 business days.

November 21, 2008

(3) Upon request, Contractor will provide the District with the name and any other requested information of covered employees so that the District may obtain criminal history record information on the covered employees.

(4) If the District objects to the assignment of a covered employee on the basis of the covered employee's criminal history record information, Contractor agrees to discontinue using that covered employee to provide services at the District.

Noncompliance or misrepresentation regarding this certification may be grounds for contract termination.

Company name \_\_\_\_\_

Printed name of Company Representative: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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TASB Legal Services

# Request for Proposals

## Scope of Irving ISD Laptop and Desktop

The Irving Independent School District intends to purchase up to 3,500 student laptops, 1,200 teacher laptops and 4,500 desktops at various locations through out the district. **Only 300 monitors will be purchased with desktops.** Systems are for teacher and student use in both wired and wireless classrooms, including connections to IISD Intranet and Internet. Installation to begin 3 weeks after vendor receives purchase order and completed by July 15, 2009. The bidder should be aware that building construction might be underway which may require storing and scheduling adjustments during the project.

Base laptop and desktop pricing should include a 4-year manufacture's warranty including coverage for accidental damage to student laptops during warranty period. Microsoft Vista Business and Office 2007 license, with ability to downgrade to XP Pro and Office 2003

Irving ISD is a self-maintaining district and employ's 50+ technicians to troubleshoot and repair all hardware. Vendor submitting proposal for desktop/laptop must include self-maintainer application including associated fees and warranty labor reimbursement pricing for consideration for RFP.

Irving ISD has an interest in a Win XP Pro ultra mobile device that may meet our needs in place of some student laptop installations. If vendors offer and can support an ultra mobile device, we encourage you to submit them as an alternate student laptop system for evaluation.

### **1.1 Vendor's Proposed Service and Support Plan**

The district firmly believes the selected vendor must be financially stable and thoroughly capable of meeting or exceeding a high level of quality laptop/desktop systems service and support during the award period. Vendors must submit their proposal for a service and support plan containing at least the ten recommended elements listed below, but are encouraged to expand this list and include additional features and/or benefits, which may enhance the value to the District

1. conformity to the District's delivery and installation requirements (see Delivery and Installation Requirements)
2. a scalable plan for using field service personnel with inventory for on-site repair that will guarantee a maximum 1-day repair or replace response for the duration of the warranty(see 3.0 warranty requirements.
3. a provision for non-performance remedies to the proposed service and support plan

4. a plan for yearly training of 50 Irving ISD technicians on manufacture's supplied hardware for the duration of the warranty period at no cost to Irving ISD.
5. Manufacturer's self-maintainer program procedures including training, online parts request/return, online history lookup, warranty labor reimbursement.
6. (24) Hour, (7) day, toll-free, no-cost, telephone support provided to all end-users from manufacture. Advanced (24) Hour, (7) day, toll-free, no-cost, telephone support provided to 50 district technicians, with less than 5 minutes hold time.
7. (24) Hour, (7) day, Internet/WEB access for technical staff for on-line training, service bulletins, system files, device drivers, and other service notifications. The successful bidder must operate and maintain their content and WEB services.
8. Provide a technical contact team that is assigned to the district to help resolve all technical issues.
9. Prior to installation, the successful bidder shall assist the district to develop three pre-loaded base image to test applications for compatibility with the operating system, device drivers, usability, and security.

There are no specific formatting guidelines for the service and support plan, but all the above considerations must be addressed. The development of a sound plan to work with the District in a "Teamwork for Excellence" environment is the vendor's opportunity to define how they will organize, commit resources, and work with the District to ensure a successful completion of the award.

## 1.2 References

Vendors are required to submit a minimum of three customer references. It is preferred that two of these references involve the installation of the same type that is quoted. Irving ISD is particularly interested in references from other large school districts that have implemented a one to one student laptop program where 750 or more laptop systems were delivered to an individual customer within a 12-month period. The vendor must have completed those referenced deliveries within the last two years (see Vendor Reference Requirements Section 10).

## 1.3 Vendor Selection

IISD will identify the best laptop/desktop system value by rating the laptop/desktop systems submitted by the vendors, considering mandatory criteria listed under TEC sec. 44.031 as below:

- (1) The purchase price;
- (2) The reputation of the vendor and of the vendor's goods or services;
- (3) The quality of the vendor's goods or services;
- (4) The extent to which the goods or services meet the district's needs;
- (5) The vendors past relationship with the district;
- (6) The impact on the ability of the district to comply with laws and rules relating to historically underutilized businesses;
- (7) The total long-term cost to the district to acquire the vendor's goods or services; and
- (8) Any other relevant factor specifically listed in the request for bids or proposals

After review and approval by IISD Technology, a final recommendation will be made to the Superintendent and the School Board for approval.

**Vendor must submit teacher and student laptop and desktop for evaluation at the time proposal is due, to be considered for this award.**

## **Section 2: Product Requirements**

### **2.0 General Product Requirements**

1. The District may order up to 5,000 laptops and up to 4,500 desktop systems. A minimum of 4,000 laptops and 3,500 desktops is expected with the initial orders.
2. Installation instructions, user and technical documentation, and diagnostic procedures shall be included with each system.
3. Vendor shall comply with all technical specifications (see laptop/desktop System Requirements).
4. All applicable components must be UL approved.
5. All applicable components must be FCC class B approved.
6. The system must be compatible with all existing District PCs and peripheral equipment. If incompatibilities are found, the vendor must resolve the problem in a manner acceptable to the District. It is recommended this situation be addressed in the proposed Service and Support Plan, perhaps in relation to non-performance remedies. In any event if, after 30 days, all attempts to resolve the situation fail, the District shall reserve the right to terminate the award.
7. Vendor shall attach district supplied property asset label to each system, write asset with sharpie on unit case and add into Irving's electronic TMS inventory system, asset with associated laptop/desktop, serial number, and room location.

## Section 3: Warranty Requirements

### 3.0 Warranty requirements

1. All laptop/desktop systems shall include a minimum 4 year warranty covering all parts and labor for on-site repair or replacement within next business day after any problem reported. Warranty period to start only after successful completion of final Irving ISD acceptance of the proposed system with all components installed and tested including asset information
2. Vendor shall include all warranty costs in the laptop/desktop system unit price entered in Section 13. All warranty costs shall be carried out with no additional cost to the IISD for parts, labor, or transportation. The successful bidder shall pay freight charges both ways with final delivery to point of origination.
3. The District will make a diligent effort to determine that any reported problem is hardware related prior to vendor notification. However, there may be those instances when a reported problem is caused by something other than hardware. If the vendor expects to charge the District for responding to warranty problem calls that are determined not to be hardware related, the vendor must specify such charges in the proposed Service and Support Plan.
4. Any laptop/desktop system that must be removed from the site for repair during the warranty period shall be replaced at the time of removal with a system of equal or better performance. All installation requirements must be completed for the new laptop/desktop system, including asset transfer forms. The vendor may choose to repair the removed unit and use it to replace other warranted units of the same or less performance, but it may not be used to replace warranted units of superior performance.
5. Coverage for accidental damage to student laptops must be provided.

## Section 4: Pricing Requirements

### 4.0 Pricing Requirements

1. The laptop/desktop system proposed price will be per unit and will include the cost of all RFP requirements to make each system operational including delivery, installation and set up, warranty service and support, trash disposal, documentation, asset labels and reports, vendor personnel requirements, etc.
2. Automatic hardware upgrade requirement: When the current production model that is proposed in the vendor's response to this proposal is no longer available, the vendor shall notify Irving ISD Technology Department at 972.215.5265 of the model the vendor proposes as the replacement for approval by the district. The unit price shall remain the same throughout the bid award period of one year.
3. Shipping will be included in cost per unit.
4. IISD requests pricing for monthly equipment storage if applicable.
5. Accidental damage insurance should be included in warranty costs for student laptop.

## **Section 5: Manufacturing and Laptop/Desktop Requirements**

### **5.0 Manufacturing**

1. All laptop/desktop systems delivered to the District under this award must be assembled, tested, packaged, and shipped from an ISO-9002 certified environment.

### **5.1 Environmental**

1. Laptop/desktop systems shall be equipped with energy efficient, low power standby features.

### **5.2 Technical Specifications**

1. One system must be submitted for District testing at the time of proposal delivery. The **preferred** configuration is listed below - any deviations from this base system must be explained in the comment section or by addendum. Laptop/desktop should come preloaded with software in specs including Microsoft XP Pro, Microsoft Office 2003, with Publisher. **The district reserves the right to consider alternate systems from the same vendor.**

**Teacher Laptop System for Submission**

**[Check ( √ ) if meets spec  
or state variations]**

- Processor – Intel Celeron 1.6 GHZ or AMD equivalent \_\_\_\_\_
- Cache – 512 KB \_\_\_\_\_
- Memory – manufacturer recommended 1 GB SDRAM (1 stick) \_\_\_\_\_
- Hard Drive – 60GB SMART II Ultra/ATA \_\_\_\_\_
- DVD/RW \_\_\_\_\_
- Video – 14.1” color TFT active matrix high resolution screen \_\_\_\_\_
- Audio – SoundBlaster compatible \_\_\_\_\_
- Wireless 802.11 N built in to system board, including RJ45 connector \_\_\_\_\_
- The system must be capable of supporting the transition from a wired to wireless environment (or vice-versa) with no manual intervention (such as reloading or reconfiguring network drivers). PXE compliant \_\_\_\_\_
- Warranty – 4 year onsite (parts and labor) \_\_\_\_\_
- Ports – minimum 2 USB (V2.0) 1 external monitor, headphone \_\_\_\_\_
- Microphone, Fire wire \_\_\_\_\_
- Internal Speaker and microphone \_\_\_\_\_
- Keyboard – spill resistant \_\_\_\_\_
- Touchpad \_\_\_\_\_
- Modem – built in 56K v.90 internal integrated modem \_\_\_\_\_
- Management – support for BIOS configuration management, Asset management, security management, fault management \_\_\_\_\_
- Software – Vista Business, client access license for server 2008, Office 2007 with Publisher \_\_\_\_\_
- Form Factor – Dual spindle support HD and DVD/RW \_\_\_\_\_
  
- Docking station compatible \_\_\_\_\_

Submit evidence that the above specifications are met. Indicate any exceptions

**Student Laptop System for Submission**

**[Check ( √ ) if meets spec  
Or state variations]**

Processor – Intel 1.6 GHZ or AMD equivalent	_____
Cache – 512 KB	_____
Memory – manufacturer recommended 1 GB SDRAM (1 stick)	_____
Hard Drive – 60GB SMART II Ultra/ATA	_____
Video – color TFT active matrix high resolution screen	_____
Audio – SoundBlaster compatible	_____
Wireless 802.11N built in to system board, including RJ45 connector	_____
The system must be capable of supporting the transition from a wired to wireless environment (or vice-versa) with no manual intervention (such as reloading or reconfiguring network drivers). PXE compliant	_____
Warranty –4 year onsite including accidental damage (parts and labor)	_____
Ports – minimum 2 USB (V2.0) 1 external monitor, headphone	_____
Microphone, Fire wire	_____
Battery life to support six hours of classroom instruction	_____
Internal Speaker	_____
Keyboard – spill resistant	_____
Touchpad	_____
Modem – built in 56K v.90 internal integrated modem	_____
Management –support for BIOS configuration management asset management, security management, fault management	_____
Software – Vista Business, client access license for server 2008, Office 2007 with Publisher	_____

Submit evidence that the above specifications are met. Indicate any exceptions

**Ultra mobile Student Laptop System for Submission**

**[Check ( √ ) if meets spec  
Or state variations]**

- Memory –2 GB \_\_\_\_\_
- Hard Drive – 40GB Solid State \_\_\_\_\_
- Video – 10” color TFT active matrix high resolution screen \_\_\_\_\_
- Audio – SoundBlaster compatible \_\_\_\_\_
- Wireless 802.11N built in to system board, including RJ45 connector \_\_\_\_\_
- The system must be capable of supporting the transition from a wired to wireless environment (or vice-versa) with no manual intervention (such as reloading or reconfiguring network drivers). PXE compliant \_\_\_\_\_
- Warranty –4 year onsite including accidental damage (parts and labor) \_\_\_\_\_
- Ports – minimum 2 USB (V2.0) 1 external monitor, headphone \_\_\_\_\_
- Microphone \_\_\_\_\_
- Battery life to support six hours of classroom instruction \_\_\_\_\_
- Internal Speaker \_\_\_\_\_
- Keyboard – spill resistant \_\_\_\_\_
- Touchpad \_\_\_\_\_
- Built-in camera \_\_\_\_\_
- Modem – built in 56K v.90 internal integrated modem \_\_\_\_\_
- Software – XP Pro, client access license for server 2008 \_\_\_\_\_

Submit evidence that the above specifications are met. Indicate any exceptions

**Desktop System for Submission**

**[Check ( √ ) if meets spec  
Or state variations]**

- Processor – Pentium D2 3GHZ or equivalent \_\_\_\_\_
- Cache – 2x1MB \_\_\_\_\_
- Memory – 2GB DDR2 (1 stick) \_\_\_\_\_
- Hard Drive – 120 GB SATA \_\_\_\_\_
- Video – Integrated VGA (256M) \_\_\_\_\_
- DVD/RW \_\_\_\_\_
- Audio – SoundBlaster compatible \_\_\_\_\_
- Nic –10/100/1000 Controller supports PXE \_\_\_\_\_
- Warranty – 4 year onsite (including parts and labor) \_\_\_\_\_
- Ports – minimum 6 USB 2.0 1 external monitor, headphone, Mic \_\_\_\_\_
- Internal Speaker \_\_\_\_\_
- Optical USB Mouse and USB Keyboard \_\_\_\_\_
- Software – Vista Business, client access license for server 2008, \_\_\_\_\_
- Office 2007 with Publisher \_\_\_\_\_
- Form Factor – Mini Tower, black case \_\_\_\_\_
- Bios – DMI 2.0 compliant \_\_\_\_\_

Hardware – must support software and hardware used by the district  
Submit evidence that the above specifications are met.

## **Section 6: Delivery and Installation Requirements**

### **6.0 Delivery Requirements**

1. All delivery charges shall be included in the price of the equipment.
2. Delivery requirements apply to all orders regardless of quantity.
3. The District shall define the date(s), address(es) and building locations(s) for each delivery. One order may therefore have multiple delivery dates, sites, and building locations. *Note:* The District may specify delivery dates as early as 15 calendar days after placing the order.
4. Unless otherwise instructed, installation shall be completed within specified dates.
5. Vendor shall verify the ship date and delivery/installation date with the District.
6. The vendor's ordering and installation coordinator shall coordinate the delivery of equipment at the scheduled date and time to minimize disruptions to educational activities. This may require after hours and/or weekend delivery, which shall be provided at no additional charge.
7. Vendor shall only accept delivery receipt signatures from a list of the District employees provided by the District.
8. Vendor shall place the equipment inside the building at the specified location(s).
9. All deliveries shall include the District purchase order number and receiving department or individual as specified on the purchase order.
10. Delivery requirements refer to any equipment purchased from the vendor, either through the proposal or catalog process.
11. If delays are foreseen, written notice shall be given to the Irving ISD which will take the extensions under advisement.

### **6.1 Installation Requirements**

1. Vendor shall provide complete installation as described below, unless otherwise specified, regardless of quantities, at the District specified dates and locations.
2. All installation charges shall be included in the price of the equipment. This may require after hours and/or weekend delivery, which shall be provided at no additional charge.
3. The District will provide classroom location for each system. The District will also provide electrical outlet in the specified location. Installation for each system shall consist of the following tasks:
  - Electrical and Ethernet connection to district wiring
  - Inventory of district assets
  - Warranty paperwork filled out and filed with manufacture
  - unbox equipment
  - install/assemble all components, power equipment on

- verify equipment is operational
  - complete a specified checklist of activities for each installed system before District staff sign off on receiving
  - Assist district personnel in setting up security rights
4. Vendor shall attach district supplied property asset labels to each system, write asset with sharpie on unit case and add into Irving's electronic TMS inventory system by the end of each day, (with associated laptop/desktop, serial number, and room location).
  5. Vendor will remove all boxes and packing materials from the site immediately after installation. District dumpsters or trash containers will not be used for disposal unless approved by campus principal. Unused laptop parts to be left with campus technician.
  6. District may ask for additional computer setting changes as discovered during rollout that may be specific to each campus.
  7. Installation is not considered complete until the vendor has completed steps 3 through 6 under Installation Requirements.
  8. The vendor ordering and installation coordinator shall coordinate the installation of laptop, desktop and printer systems at the scheduled location(s) and date(s) to minimize disruptions to educational activities. This may require after hours and/or weekend installations, which shall be provided at no additional charge.
  9. Installation requirements refer to any laptop/desktop systems purchased from the vendor through this RFP process.

## Section 7: Help Desk Requirements

### 7.0 Help Desk Requirements

#### 1. Overview

The foundation of the District's Technical Support Services is a networked Help Desk System. This system keeps track of all District technology support problems and provides the statistical reporting necessary to monitor responsiveness. When District personnel experience a laptop/desktop system problem they notify the Help Desk, a work order is entered into the system and assigned work order number. The work order contains information that identifies the problem unit and its location. In the case of warranted laptop/desktop systems, the help desk will immediately call the vendor responsible for repair.

- Record and identify equipment requiring repair as specified by the successful bidder.
- Identify, confirm, and document problem(s) from end-user.
- Provide E-Mail service request forms containing relevant information required by the successful bidder.
- Assist in coordinating scheduling conflicts between vendor and district.

## Section 8: Vendor Support Personnel Requirements

### 8.0 Personnel - General

#### 1. Personnel Requirements

All vendor Personnel are expected to maintain proper dress and exhibit a vendor badge. Field service personnel are expected to be equipped for operation in a highly mobile, quick response environment. **Smoking is prohibited at all school properties. Vendors must follow all applicable law including fingerprinting of staff on campus when children are present in compliance with Tex. Educ. Code Sec. 22.0834.**

### 8.1 Job Descriptions

#### 1. Field Service Technician(s)

A. Major Purpose: Repair or replace problem hardware on a timely basis

B. Qualifications:

- One-year experience in diagnosis and repair of laptop/desktop system hardware
- Excellent people skills and a team player
- Good organizational skills
- Willingness to accept responsibility

C. Responsibilities:

- Diagnose and repair laptop system hardware problems
- Maintain an inventory of systems and parts

#### 2. Project Manager/Coordinator (single point of contact identified for the District)

A. Major Purpose: Work with District personnel to coordinate the ordering and installation schedules of laptop system equipment within the District. This person must be equipped with paging and cell phone capabilities. The project manager shall provide an exception report as required detailing progress and other issues concerning the timely installation of the project.

B. Qualifications:

- Two years experience in order/installation/project coordination
- Superior people skills and a team player
- Excellent organizational skills
- Self directed and motivated
- Willingness to accept significant responsibilities
- Excellent database/spreadsheet/word processing skills
- Excellent project management skills
- Excellent technical support skills

C. Responsibilities:

- Maintain order/installation project management schedules
- Coordinate projects with District personnel
- Work with District personnel to evaluate installation quality

The vendor shall work closely with the District Help Desk on a regular basis to respond rapidly to any required adjustments.

- Provide designated technical contacts that are familiar with the Irving ISD agreement, district equipment configuration, and other special technical issues unique to the project.
- Provide additional on-site and CD based training to increase the overall effectiveness of the Help Desk and district technicians.
- Provide E-Mail bulletins containing known problems or solutions with Internet access to update files, patches, and device drivers.
- Meet with district technical personnel once per month to review the successful bidder's performance, problems, and if agreed, modify operational procedures.

### **Monthly Reports**

The successful bidder shall provide via E-mail, monthly reports detailing quantities of service calls, failures, resolved service tickets, This report will also be used to evaluate the successful bidder's performance. This report shall be provided on a Microsoft Excel spreadsheet.

**Section 9: Vendor Questionnaire**

Copies of this completed questionnaire must be submitted with the other required RFP documentation to the I.I.S.D. Purchasing Department by the submission date/time for your company to be considered for selection.

Please complete all information:

Vendor Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Representative: \_\_\_\_\_ Your Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number \_\_\_\_\_

How long has your company actively marketed laptop/desktop systems under the current name: \_\_\_\_\_

How many people does your company employ: \_\_\_\_\_  
Does your company employ sub-contractors?: \_\_\_\_\_  
If so, under what circumstances?: \_\_\_\_\_

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The bidder is specifically advised that any person, firm or other party to whom it is proposed to award a subcontract under this contract must be acceptable to the Irving ISD.

The contractor shall be responsible for acts and omissions of their employees and their sub-contractors, their agents and employees. The Irving ISD may, in writing, require the contractor to remove from the work any employee the Irving ISD or assigned agent finds careless, incompetent or otherwise objectionable.

The District requires that the vender donate 8 teacher laptops for the valedictorian and salutatorian at our four high schools. Do you agree to this **requirement**? YES  
NO (Circle One)

The District requires that prices remain the same or less throughout the award period of one year. Do you agree to this **requirement**? YES NO (Circle One)

What is your process and timeline for installing as many as 1000 laptop and 2000 desktop systems

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## Section 10: Vendor References Requirements

### 10.0 Vendor References

1. List two clients that have purchased a minimum of 750 laptop and 2000 desktop systems directly from your firm during the past two years. Note: The purchase and delivery of 750 laptops must have occurred within a twelve-month period.

Client Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Number of systems delivered: \_\_\_\_\_

Client Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Number of systems delivered: \_\_\_\_\_

2. List one client that has purchased at least 500 laptop systems directly from you during the past year used in a student one to one environment.

Client Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Number of systems delivered: \_\_\_\_\_

3. Additional references and/or letters of recommendation may be attached to the RFP form.

## **Section 11: Vendor**

It is the responsibility of the vendor to check the IISD web site for addendum postings at <http://www.irvingisd.net/purchaseing/bids.htm>

## Section 12: Proposed Laptop/desktop System Pricing Form

### 12.0 Vendor Information:

Vendor Name: \_\_\_\_\_

Representative: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

12.1 District Purchase Price for:	Model	Price
Teacher Laptop System 4 year warranty*	_____	_____
Teacher Laptop Battery	_____	_____
Teacher docking station	_____	_____
Desktop 4 year warranty *	_____	_____
17" Flat Panel Monitor	_____	_____
Student Laptop System 4 Yr Warranty*	_____	_____
Student laptop battery	_____	_____
Ultra Mobile 1 Yr Warranty*	_____	_____
Ultra Mobile 2 Yr Warranty*	_____	_____
Ultra Mobile 3 Yr Warranty*	_____	_____
Ultra Mobile 4 Yr Warranty*	_____	_____
Padded laptop case	_____	_____
Padded laptop bag (supports student books	_____	_____
Lifetime warranty for zippers, straps and stitching)	_____	_____

\* This is a unit price and MUST reflect ALL RFP requirements to make the system operational including delivery, installation and set up, input/output connectivity, trash removal, warranty, service and support, documentation, and vendor personnel (See Section 4 – Pricing Requirements).

IISD may choose to image and install some or all laptops/desktops purchased. Please provide cost associated with installation that would be **deducted per unit** from above laptop and desktop pricing. Also include a per unit desktop salvage price offered to district for existing district owned Dell GX 270 and Dell D505 laptops.

Laptop Installation cost	_____
Desktop installation cost	_____
Desktop Salvage price	_____
Laptop Salvage price	_____

**12.2 24-Laptop Carts. Estimated Quantity: 10**

Model # \_\_\_\_\_ Price per unit: \_\_\_\_\_

Feature	Required Specifications	Explain any Exceptions/Variations
Charges, stores & secures up to 24 laptops	Required	
Two handle bars	Required	
Heat dissipating design	Required	
Min. 5" industrial duty non-marking solid rubber or balloon wheels with swivel casters and locking brakes	Required	
Locking security doors	Required	
Provides charging for 24 laptops at the same time	Required	
Retractable power cord	Required	
Fully assembled and delivered to multiple campuses	Required	
Ready to operate from a single standard AC 110 wall outlet	Required	

### 12.3 Parts

If the District chooses not to purchase extended warranty for our laptops, we will need information on parts ordering and pricing. Here are known parts we have replaced with both Dell and Compaq laptops.

Item	Model & Part Number	Price
AC adapter		
Power cord		
DVD/CDRW		
CPU		
System Board		
LCD		
Keyboard		
Palm rest		
Top Plastics		
Bottom Plastics		
Battery latch		
Wireless Card		

"Standard" Delivery Time ARO: \_\_\_\_\_

If any of these items are packaged only in quantities (e.g. 4 per box), indicate packaged price and quantity. Single unit price is preferred. Also indicate if any specific part has a longer than "standard" delivery time.

## **Section 13: RFP Response Check List**

### **Response Check List**

1. Duplicate copies of RFP forms and supplemental documents.
2. Section 9 completed.
3. Section 10 completed.
4. Section 12 completed.
5. Proposed Service and Support Plan included.
6. Insurance documents included.
7. Vendor's TBPC state approved catalog letter from the state TBPC (formerly GSC).
8. Verify signatures on required forms.