

December 13, 2000

01-043

ACCEPT PROPOSAL/AWARD CONTRACT – TECHNICAL  
SUPPORT SERVICES FOR APPLE COMPUTER SYSTEMS

PREPARED BY:

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FINANCIAL  
RESPONSIBILITY:

Various (actual payments for these services will be made directly by departments requesting the services)

APPROVED BY:

Randy McEwen, Vice-President, Administrative Services  
Dan Moriarty, President

REPORT:

A Request for Proposals (RFP) was issued seeking a vendor to provide Technical Support Services for Apple Computer Systems (both warranty and non-warranty), i.e. emergency on-site service, maintenance on-site service, diagnostic service and preventative maintenance service. Also, the vendor selected must be Apple certified to perform warranty service on the College's Apple computer systems. This RFP is for a three (3) year contract period with possible renewals, not to exceed five (5) years total term.

The RFP was advertised in the Daily Journal of Commerce and posted on the State of Oregon VIP system on November 1, 2000. RFP documents were distributed to eight (8) vendors. The award is to be based on a possible score of 100 points for: functionality, cost, vendor qualifications, vendor performance, customer service, responsiveness and partnership. The total contract expenditures for Apple services will not exceed \$50,000 (with actual payments made directly by each department requesting services). The following three (3) vendors submitted proposals by the due date of November 21, 2000:

<u>Contractor</u>	<u>Points</u>
<b>MacShop Northwest</b>	<b>4540</b>
MacForce	4490
ETI	4100

Note: None of the vendors are certified M/W/ESB firms.

RECOMMENDATION: That the Board of Directors award a contract for Technical Support Services for Apple Computer Systems to MacShop Northwest for an estimated not-to-exceed amount of \$50,000, for a three (3) year contract, with possible renewals, not to exceed five (5) years total term, for the following amounts:

Note: warranty services would be provided at no charge to the College (paid by Apple), and non-warranty services range from \$75 to \$95 per hour.

Director Margolin moved to approved Resolutions 01-040 through 01-043 by consent agenda and it passed unanimously.