

STATE OF NEW HAMPSHIRE
 Department of Administrative Services
 Division of Procurement and Support Services
 Bureau of Purchase and Property
 State House Annex
 Concord, New Hampshire 03301

Date: October 1, 2019

NOTICE OF CONTRACT

COMMODITY: Desktop LAN/WAN/Repair Services

CONTRACT NO.: 8002569 NIGP: 920-3900

VENDOR: GSC IT Solutions VENDOR #: 226884
 1000 Elm Street, Suite 30
 Manchester, NH 03101

CONTACT: Tel. No.: 603-485-7100 - technical support
E-Mail: service@gscitsolutions.com

EFFECTIVE FROM: October 1, 2019 Through September 30, 2022

PAYMENT & TERMS: Payments may be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

INVOICING & PAYMENTS: Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

The invoice shall be sent to the address of the using agency under agreement.

PRODUCTS & PRICING:

DESKTOP COMPUTER ENGINEER	
Service Performed/ Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$120.00
Level 1 Emergency On-Site Support	\$130.00
Level 2 Normal Telephone Support	\$110.00
Level 2 Normal On-Site Support	\$120.00
PRINTER REPAIR TECHNICIAN	
Services Performed / Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$120.00
Level 1 Emergency On-Site Support	\$130.00
Level 2 Normal Telephone Support	\$110.00
Level 2 Normal On-Site Support	\$120.00
NETWORK ADMINISTRATOR	

Services Performed / Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$130.00
Level 1 Emergency On-Site Support	\$140.00
Level 2 Normal Telephone Support	\$120.00
Level 2 Normal On-Site Support	\$130.00
NETWORK ENGINEER	
Level 1 Emergency Telephone Support	\$150.00
Level 1 Emergency On-Site Support	\$160.00
Level 2 Normal Telephone Support	\$140.00
Level 2 Normal On-Site Support	\$150.00

SCOPE OF WORK

Desktop/LAN/WAN Technical Services shall be engaged on an “as needed” basis. There is no guaranteed minimum for these contracts. The Contractor must be able to respond to repair services as needed. Contractor should not rely on this contract to sustain a business presence in this region for the period of the contract.

Contractor shall employ personnel who can repair, install, operate and maintain desktop computer, printers and WAN/LAN equipment and peripherals. These services shall include:

- a. Services to repair covered hardware or software.
This includes the repair, installation or upgrade of equipment which may be identified as computer desktop and peripherals (printers, external hard drives, scanners, etc.); Local and Wide Area Network (LAN/WAN) equipment and software related to their operation. These services will be priced according to an hourly rate based on the skills of the technician required for the service. The Contractor shall bill the State based upon the actual time spent on the repair plus parts, with a 1.5-hour minimum charge. Travel time must be built into the rate structure, listed in Exhibit B, and shall not be billed separately. A Request for Quote (RFQ) shall be issued to all the Contractors for any repair service. Award shall be made to the lowest cost response meeting specifications.
- b. Annual hardware maintenance agreements.
Agencies may also purchase annual maintenance agreements for equipment based upon the lowest cost from the awarded Contractor(s). A Request for Quote (RFQ) shall be issued to the Contractors for any annual maintenance requests and awarded to the Contractor with the lowest cost meeting specifications.

Contractor must be able to be on site within a maximum of four (4) hours. This is not a contract for staff augmentation. Contractors shall have a permanent staff of personnel readily available for any repair/service calls.

Services will be required for various types of Information Technology (IT) desktop computer repair and network technical services on State hardware. Types of hardware shall include, but not be limited to, the following:

Hardware
Desktop computers
Laptops
Tablets
PDA's and Smartphones
Scanners
Printers and Multifunction Devices

Desktop Computers Software
Plotters
Desktop Software
LAN Hardware
LAN Software
WAN Hardware
WAN Software

Technical services for desktop computers and peripherals, Local and Wide Area Network hardware and software.

TABLE 1 IT SERVICE CATEGORIES

REQUIRED IT SERVICES - HARDWARE and SOFTWARE
For Desktop computers and peripheral hardware and software
Installation
Configuration
Maintenance
Trouble shooting and repair
LAN hardware and Software
Installation
Configuration
Maintenance
Trouble shooting and repair
WAN hardware and Software
Installation
Configuration
Maintenance
Trouble shooting and repair
Desktop and Server Utility Software Install, Repair, Maintain and Configure
Service Agreements
Service Agreements shall be annual contracts for the repair and
Maintenance of equipment covered under the scope of this solicitation.

SERVICES:

1. Service Calls

Service calls are characterized by the State contacting the Contractor to repair, configure or install desktop, LAN or WAN hardware or software, which is not covered by a service agreement and is not supported by State Technical Support Service Division. If the equipment/software is still able to operate or if there is a work around which enables the State to wait for the service, the State Agency shall transmit to all the Contractors a Statement of Work (SOW) via an RFQ and secure an estimate, submit a request and the lowest cost Contractor shall receive a purchase order from the State of New Hampshire, Bureau of Purchase and Property before the service takes place. If the repair must be made sooner, the Contractor shall be summoned, the service performed and the Purchase Order submitted after the repair has taken place.

2. Service Agreement

A service agreement will be an arrangement between an agency within the State and the Contractor. The agreement will take the form of a purchase order and will include a Statement of Work which will be specific as to the covered hardware and the time period. The Statement of Work will also include the terms of the agreement which may vary according to needs of the agency owning the equipment. The State Agency shall transmit to all the Contractors a Statement of Work (SOW) via an RFQ and secure a firm fixed price. Award shall be made to the lowest response meeting specifications.

Types of service may include Level 1 Emergency or Level 2 Normal:

Type of Request	Telephone Support	On-site Support
Level 1 Emergency	One (1) hour (24/7)	Four (4) hours (24/7)
Level 2 Normal	One (1) Business Hour (8/5)	One (1) Business Day

- **Level 1 Service (emergency)** – any service requested by an agency requiring Contractor telephone support within one (1) hour and, upon agency request, on-site support within four (4) hours, 24/7.
- **Level 2 Normal Service** – any service requested by an agency requiring Contractor telephone support within one (1) hour during normal business hours and, upon agency request, on-site support within one (1) business day.

PERSONNEL QUALIFICATIONS

Desktop and network engineers and network administrators are required, with qualifications as described below.

Key Personnel	Minimum Qualifications
Desktop computer engineer*	3 yrs installing, servicing, and configuring desktop computers, A+ certified
Printer repair technician	2 yrs installing, servicing, and configuring printers
Network Administrator*	5 yrs installing, servicing, and configuring LAN equipment, CCNA required. CCNP preferred
Network Engineer	5 yrs installing, servicing, and configuring WAN equipment, CCNP required, CCIE preferred and 10 years of experience

PRE-ENGAGEMENT CHECKLIST

Hourly services and fixed price deliverables must be based upon a complete understanding by the Contractor of the expectations the agency has and the details surrounding the task, which must be performed. To the greatest extent possible the Contractor must prepare itself to be able to begin work upon arrival at the State. All questions which require answers by State personnel who will not be on site while the task is being performed, must be answered prior to the Contractor submitting a pricing quotation and/or arriving on site to perform the task.

The Department of Information Technology has developed a pre-engagement checklist which the Contractors shall use and add items as required such that when the Contractor arrives on site all questions necessary to begin work have been answered. This checklist must be attached to new Statements of Work and if they do not have sufficient information to allow the Contractor to begin work the Contractor must seek clarification from the State.

PRICING QUOTATIONS

Agencies shall request quotations from all Contractors by providing a SOW via an RFQ describing the services required as well as the Pre-Engagement Checklist. Contractors may also add questions to the Pre-Engagement Checklist. These questions along with answers shall be circulated to all Contractors prior to the deadline for quotations. Contractors shall return pricing quotations within three (3) business days, or as otherwise stated in the RFQ. Quotes shall be honored for sixty (60) days unless otherwise specified in the RFQ. The quoted hourly rates shall not exceed the rates awarded under the contract. Quotations shall be solicited and award shall be based upon the lowest cost meeting the requirements.

The selected Contractor(s) shall guarantee to have the equipment being serviced operating within the time agreed upon per the Statements of Work (SOW)/Request for Quote (RFQ) for each engagement. The SOW/RFQ must, at a minimum, define the nature of the project, the timeframe required for completion, the operational and functional tests required for success and the individual State employee who will act as project leader responsible for sign-off and with whom the Contractor may focus its efforts. Should the Contractor fail to meet the conditions of the SOW, and the failure was not caused by the acts or omissions of the State, then the Contractor shall be liable for all additional costs to the State or other parties to assure that the equipment is operational. This includes the addition and replacement of equipment, additional personnel, and above the anticipated cost had the equipment been available and operating as planned.

ORDERING PROCEDURE FOR SERVICES

The State may contact Contractors directly for emergency service requests. Requests shall be processed and purchase orders issued after the fact for emergencies performed during non-business hours.

In the case of equipment which is still usable, or for which there is a work-around, and the repair does not constitute an emergency, agencies shall process purchase orders complete with attached quote and DoIT approval for Maintenance Contracts and Scheduled Project Services. The Bureau of Purchase and Property shall issue purchase orders on behalf of the State agencies. Any changes to these Purchase Orders must be authorized by the Bureau of Purchase and Property.

REPAIR PARTS

Parts may be purchased only for repair of equipment covered by the Contract.

Parts shall be incidental to the services provided under the contract. The Contractor shall only supply parts to facilitate the repair. The normal channel for purchasing parts which are replaced periodically in the normal course of business (such as toner cartridges) shall be purchased using standard State purchasing procedures and shall not be purchased under these services. The Contractor shall only charge actual incurred costs for obtaining the parts and shall not add any additional markup. Delivery is to be made FOB destination for any order.

QUESTIONS: Direct any questions to Erica Brisson, 603-271-7272 or Erica.Brisson@DAS.NH.Gov