Addendum to RFP #819754 – IT Hardware

Since the initial release of the RFP, MSU has identified additional strategic priorities in IT services, and MSU is seeking input from potential suppliers on their abilities to help us achieve these goals. MSU is issuing this Addendum to RFP #819754 to outline our internal goals and seek input from suppliers on how they could help us achieve them.

This document seeks to illustrate the root goals of Michigan State University. We recognize suppliers may not be able to achieve these goals directly through their service offerings, but we seek input on service offerings and capabilities that suppliers can provide via a partnership with a foundational hardware supplier, either manufacturer or value add reseller distributor. In addition to providing information on a supplier’s abilities to help us achieve these goals, respondents should expand on their key advantages and differentiators.

IT Service Strategic Priorities
- Four-hour turnaround time to issue new or loaner equipment to campus user
- Same-day warranty services and repairs
- Loaner services during equipment repair
- Ticketing integration for asset management (tagging)
- Transition to a centralized and streamlined purchasing, implementation, and management model for the University

Please tell us your strategic advantages surrounding:
- Warranty services
- Hard drive Imaging and Software services
- Auditing and reporting
- Shipping/Return services
- Inventory and device management capabilities
- Value added services, such as inventory consignment opportunities
- Invoice integration with procurement and asset management tools
- Path to standardization maturity

If you have any questions, please contact MSU Procurement at (517) 355-0357.