



Expand & Enhance Remote Work Capabilities for the City

Prepared for
City of San Diego

Solicitation Number: 10089701-21-P for

HP Hardware CARES Act ITB

August 28, 2020 @ 2:00 p.m., PT

SUBMITTED BY:

Jon Cima

Account Executive

t: 858.430.0119

e: Jon,Cima@insight.com



August 28, 2020

Ms. Sonia Pacheco
Senior Procurement Contracting Officer
City of San Diego
1200 Third Avenue, Suite 200
San Diego, California 92101
SPacheco@sandiego.gov
619-236-7090

Dear Ms. Pacheco:

Enclosed with this letter is our response to the City of San Diego Invitation to Bid (ITB) HP Hardware CARES Act.

The current Insight/PCM team has been supporting the City since 1997. This relationship is a true partnership that has inspired transformation and exceptional value throughout the years. Our team views this effort as another opportunity to fulfill on a strategic initiative for the City and achieve the highest levels of customer satisfaction possible.

Your ITB emphasized an immediate and pressing need to select a Contractor to provide to the City with HP, Inc. Business Class Computer Hardware to facilitate compliance with COVID-19 public health precautions by expanding and enhancing remote work capabilities for its employees so they may continue to provide world class services for all.

Our response demonstrates our capabilities and unique position in the marketplace to deliver meaningful outcomes for clients such as the City. Insight is a super solution integrator, meaning, we can procure and deploy, as well as consult on and integrate, the right technology for your organization. And, we can manage the entire process from end-to-end. Combined with our strategic acquisitions, innovative service developments, and deep partner relationships, Insight is the partner of choice to help you manage your IT today while scaling with you to transform for tomorrow.

As a \$7.7 billion company, Insight has successfully delivered end-to-end, IT Lifecycle Management solutions to clients for over 30 years. We are recognized and accredited within a wide variety of well-respected industry benchmarks like Fortune, Gartner and Forrester, validating Insight's expanding services, client satisfaction and our ability to deliver solutions. 2020 marks our highest Fortune 500 ranking to date at No. 409, and our 12th year overall on the list.

Whatever your position in the technology lifecycle, Insight offers the services and solutions that enable your organization to make better decisions, saving you time and money. Our 11,000+ teammates are aligned under four solution areas and have the expertise to help clients drive digital transformation, modernize and secure their data platforms, empower their employees with tools that fuel productivity, and simplify IT procurement and asset management.

Thank you for considering Insight. We look forward to further discussing our HP hardware solutions with the City. If you require any further information or clarification of any of the elements of our proposal, please contact me via email or telephone.

Sincerely,

Jon Cima
Account Executive
858.430.0119
Jon.Cima@insight.com

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Validity Statement

This Proposal is submitted by Insight Public Sector, Inc. (Insight) in response to the City of San Diego's HP Hardware CARES Act Invitation to Bid. Insight's Proposal is valid for 30 days from the date of submission stated on the Cover Page, with extensions granted at the discretion of Insight.

Tariff Validity Statement

The United States government recently imposed tariffs on technology-based products imported from China. Affected technology manufacturers are in the process of evaluating the impact of the tariffs and passing mandated cost increases on to partners such as Insight. The situation is fluid and manufacturers are providing frequent cost updates, in some instances, multiple times per day. For this reason Insight has to use a pricing methodology for the proposal that is reflective of the ever-changing cost impact of the imposed tariffs on products. Insight will attempt to adhere to its price proposal as quoted; however, the volatility in manufacturers' costs due to the tariffs may require a requote prior to finalizing any subsequent award or purchase order.

Executive Summary

Our Understanding of your Business and Opportunity Requirements

To facilitate compliance with COVID-19 public health precautions, the City of San Diego (“City”) has an immediate and pressing need to expand and enhance remote work capabilities for its employees so they may continue to provide world class services for all.

The City seeks a contractor that has the expertise, experience, and personnel necessary to provide business-class Hewlett-Packard, Inc. (HP) laptop computers, docking stations, USB keyboards, and mice (hereinafter “Hardware”) and accompanying warranty services.

Bidders should note that the City will purchase the Hardware outright, and time is of the essence. Under the CARES Act, all goods must be physically received by the City no later than December 2020.

Insight’s Solution for the City of San Diego

When it comes to IT, organizations are being challenged to do more, with less. Organizations struggle to effectively manage their technology assets while also dedicating funds to invest in upgrades and new technologies. 89% of IT professionals agree an optimized IT supply chain frees them to focus on innovation projects that advance the business, according to the 2019 Insight Intelligent Technology Index. Our Supply Chain Optimization solutions help you get the most out of your HP investments.

Supply Chain Optimization

Our supply chain optimization solutions are designed to help maximize our client’s IT investments by streamlining the IT procurement process and simplifying management over their hardware and software assets.

Today’s challenges

- Maintenance of existing infrastructure
- Need to invest in the future
- Business and resource constraints

How we help

- Procurement or e-commerce
- Hardware lifecycle services
- Software lifecycle services



What we offer

Procurement/e-commerce

- Simplified purchasing
- Robust experience
- Defined process to drive savings
- Renewals and warranty management tools
- Financing and leasing options

Hardware lifecycle services

- Labs and integration services
- Client-specific warehousing
- Insight Managed Deployment
- Maintenance support
- End of life/asset disposition

Software lifecycle services

- Expert support and consultation
- Software agreements and licensing help
- Software compliance and security
- Software optimization and best practice

Outcomes



Why Choose Insight for your HP Hardware?

At Insight, we are only as strong and successful as the relationships and partnerships we form. Our business revolves around making meaningful connections – partners to clients and client solutions. When the City partners with us to combine your products and/or services with our family of offerings, we both benefit in ways that multiply our capabilities, broaden our reach and amplify our impact.

Insight is an HP Platinum Partner. With a broad collection of powerful workstations, sleek notebooks and next-generation printers designed to enhance productivity, Insight and HP deliver leading hardware solutions to help your organization empower innovation, accelerate performance and retain top talent.

- Equip your workforce to be more productive with powerful PCs & laptops.
- Boost efficiency with leading HP PageWide®, laser and large-format printers.
- Safeguard your data with built-in security features, including HP Sure Start and HP Sure View.
- Customize solutions for retail, education, federal and healthcare industries.

Insight's HP Differentiators

HP Technology expertise & competencies

- 20+ year HP channel partner relationship
- HP Platinum Partner & HP's 2nd largest U.S. channel partner
- Certified in Managed Print and Device as a Service solutions
- HP dedicated; in-region aligned team

HP awards & recognition

- U.S. Personal Systems National Solution Provider of the Year for 2019
- U.S. Print Hardware National Solution Provider of the Year 2019
- HP Reseller of the Year in 2017
- HP "Best in Class" Managed Print Services Partner 2017

Insight and the City of San Diego: A Growing IT Partnership

Insight's core values of Hunger, Heart, and Harmony emphasize a deep commitment to service across all aspects of our business. In addition, our desire to create a positive impact in the lives of our clients, partners and teammates positions Insight as a world-class partner aligned with the City of San Diego's strategic vision.

As an industry leader, Insight will continue to invest in our people, systems, and portfolio of offerings worldwide. By combining technology hardware, software and services, Insight will regularly offer the City custom-tailored solutions designed to meet your unique requirements and changing IT goals, while streamlining IT management and reducing the City's total cost of ownership.

The greatest value that Insight can provide to the City is that we leverage our extensive capabilities and resources to properly evaluate your requirements. Our creative thinking and optimized pricing methodologies ensure the solutions we suggest drive significant value to your organization.

Insight appreciates the opportunity to continue to build a successful partnership with the City of San Diego and look forward to next steps following the RFP process. In the meantime, please contact us regarding any further questions or requests for additional information.

ITB Requirements

2.1 Completed and signed Contract Signature Page.

If any addenda are issued, the latest Addendum Contract Signature Page is required.

Insight Response:

Please see Insight's completed and signed Addendum A Contract Signature Page included at the end of this document.

2.2 Exceptions requested by bidder, if any.

The bidder must present written factual or legal justification for any exception requested to the Scope of Work, Contract, or the Exhibits.

Insight Response:

- The current pandemic has created challenges within the manufacturers' supply chain that has made production times inconsistent. Insight will do everything within its control to fulfill within the stated timeframes but may encounter delays outside of our control in sourcing the products. Our team will work diligently with HP to coordinate and ensure timely production and delivery but cannot be held accountable for production delays and/or product constraints by the manufacturer.
- The current HP notebook is nearing the end of its production life (currently slated to go EOL in November 2020). Given the late September timing of the award of this ITB, there is a small risk of unavailability of the current model. Depending upon market conditions, a manufacturer will sometimes do an early transition of a model. Our team has forecast these units with the HPI production team so we are hopeful this is not an issue, but as a safeguard we have established a transition model that we have offered at the same ITB cost. The transition model is the newer G7 model with the same overall specifications as the currently requested G6. We have noted this option within the pricing in Exhibit B in case this option needs to be utilized.
- The City has the ability to purchase above the 1700 unit threshold at the proposed pricing if desired.

Insight is not taking any other exceptions to the Scope of Work, Contract, or Exhibits to this ITB.

2.3 The Contractor Standards Pledge of Compliance Form.

Insight Response:

Please see Insight's completed and signed Contractor Standards Pledge of Compliance form provided as a separate attachment in the zipped file.

2.4 Equal Opportunity Contracting forms...

...including the Work Force Report and Contractors Certification of Pending Actions.

Insight Response:

Please see Insight's completed Equal Opportunity Contracting forms provided as separate attachments in the zipped file. We've completed one for our Tempe, Arizona office and one for our San Diego, California office.

Please note:

1. EOC Form for ITBs Aug 2018_Tempe: Page 6, 10-Year Claim History: There were not enough spaces on the form, so we added an attachment titled "Insight 10-Year Claim History." Also, Page 6 wouldn't take the digital signature.
2. EOC Form Disability_Tempe: There is an error in the form preventing us from filling out the fields on disability, so we added an attachment titled "Insight EOC Form Disability Tempe."

2.8 Additional Information as required in Exhibit B.

Exhibit B Attachment 1 Pricing Page

Bidders must complete Tables A through C in their entirety. Bidders may, but are not required to, complete Tables D-F.

Insight Response:

Please see Insight's completed Addendum A - Exhibit B Attachment 1 Pricing provided as a separate Excel attachment.

5.5 Public Agencies. Other public agencies, as defined by California Government Code section 6500, may choose to use the terms of this Contract, subject to Contractor's acceptance. The City is not liable or responsible for any obligations related to a subsequent Contract between Contractor and another public agency.

IN WITNESS WHEREOF, this Contract is executed by City and Contractor acting by and through their authorized officers.

CONTRACTOR

CITY OF SAN DIEGO
A Municipal Corporation

Insight Public Sector, Inc.
Bidder

BY: _____

6820 South Harl Avenue
Street Address


Print Name: _____
Director
Purchasing & Contracting Department

Tempe, Arizona 85283
City

_____ Date Signed

800-467-4448
Telephone No.

Jon.Cima@insight.com
E-Mail

BY: 
Signature of Bidder's Authorized Representative

Approved as to form this ____ day of _____, 20____.
MARA W. ELLIOTT, City Attorney

Lisanne Steinheiser
Print Name

BY: _____
Deputy City Attorney

Assistant Secretary
Title

August 28, 2020
Date