



**REQUEST FOR PROPOSALS:**

Computer Hardware, Peripherals, and Software

**PROCUREMENT ISSUED BY:**

KENT COUNTY CMH AUTHORITY D/B/A NETWORK180  
790 Fuller Ave NE, Grand Rapids, Michigan 49503  
[www.network180.org](http://www.network180.org)

**PROPOSAL SUBMISSION PERIOD:**

April 25, 2025 through May 15, 2025

**Contents**

1.	<i>Request for Proposals</i> .....	2
2.	<i>Network180 Background</i> .....	2
3.	<i>Vendor Requirements</i> .....	2
4.	<i>Contents of Proposal</i> .....	3
5.	<i>Proposal Submission</i> .....	4
6.	<i>Questions and Modifications</i> .....	4
7.	<i>Evaluation Information</i> .....	4
8.	<i>Award Information</i> .....	5
9.	<i>Appeals</i> .....	5
Attachment A – Narrative Responses .....		6
Attachment B – Hardware/Peripherals Cost Proposal .....		7
Attachment C – Software Cost Proposal.....		8

### **1. Request for Proposals**

Kent County CMH Authority d/b/a Network180 seeks proposals from vendors to provide Computer Hardware, Peripherals, and Software at the lowest possible price and highest value, while maintaining high product/service quality for Network180.

Network180 fully utilizes Microsoft platforms, from Surface hardware to Microsoft 365 cloud licensing, for approximately 600 endpoints/staff. Network180 also uses non-Microsoft software such as Adobe Creative Cloud, Keeper, Camtasia, DevExpress, DocuSign, ShareGate, and SolarWinds Performance Analyzer. Network180 spends approximately \$270,000 to \$300,000 per year on computer equipment purchases.

### **2. Network180 Background**

Kent County CMH Authority d/b/a Network180, the Community Mental Health Authority in Kent County, is a public behavioral health access and service facility serving the needs of Kent County citizens in the areas of mental health, substance use disorders, and intellectual/developmental disabilities.

Network180 is a community mental health authority under the Michigan Mental Health Code and is part of the Lakeshore Regional Entity Pre-Paid Inpatient Health Plan (PIHP). Its programs and services are supported and funded, in part, by the Kent County Board of Commissioners and the Michigan Department of Health and Human Services and are administered by the Kent County Community Mental Health Authority Board.

Visit <http://www.network180.org/> for additional information about Network180 and its current services and activities.

### **3. Vendor Requirements**

Network180 seeks vendors which meet the following requirements:

- a) Have been in business for 10+ years
- b) Have a multi-supplier distribution network
- c) Assign long-term account managers to specific customers (low turnover)
- d) Are trained and knowledgeable with Microsoft Surface products
- e) Are trained and knowledgeable regarding the products listed in *Attachment B – Hardware/Peripherals Cost Proposal*
- f) Provide timely responses (1 business day) for order problems
- g) Provide same-day response when placing orders, or have a web-portal for self-serve shopping

Network180 does not require the following, but preference will be given to vendors which:

- a) Have a current Microsoft Vendor Partner Level

#### 4. ***Contents of Proposal***

The proposal must contain the following documents in order to be considered:

##### 1. *Cover Letter*

Bidder will submit a cover letter on bidder's letterhead, which includes the name, title, and contact information of the person(s) authorized to answer questions about the proposal on behalf of the bidder.

The cover letter **must** contain a disclosure of all of bidder's personal and business relationships with employees of Network180 or members of the Network180 Board of Directors. Any real, potential, or perceived conflicts of interest must be disclosed. *If no conflicts exist, a bidder must include a statement confirming that bidder has no potential, real, or perceived conflicts of interest with employees of Network180 or members of the Network180 Board of Directors.*

Any decision to grant a contract will be dependent on consultation regarding conflict of interest.

An official authorized to bind the bidder to the terms in the proposal must sign the cover letter.

##### 2. *Narrative Responses*

Bidders will submit a single document using *Attachment A – Narrative Responses*, containing the following information:

- a) Years in business
- b) Information regarding vendor's multi-supplier distribution network
- c) Information regarding long-term account managers, including the average length of time each account manager is assigned to a customer
- d) Information regarding vendor knowledgeability and training with Microsoft Surface products
- e) Vendor's average time to respond to order problems
- f) Vendor's order process or web-portal information for self-serve shopping
- g) Vendor's Microsoft Partner Level, if applicable

##### 3. *Cost Proposals*

Bidders will submit cost proposals as follows:

- a) Cost proposal for hardware and peripherals using *Attachment B – Hardware/Peripherals Cost Proposal*
- b) Cost proposal for software using *Attachment C – Software Cost Proposal*

Note: as a Mental Health Authority, Network180 is classified as a local government and is exempt from all taxes.

##### 4. *References*

Bidders will submit a minimum of three references from three (3) current customers of similar size to Network180.

For each reference customer, the bidder should submit a letter written on the customer's letterhead which includes contact information for that customer. References will be checked by Network180.

## **5. *Proposal Submission***

Bidders will be evaluated based on proposals submitted in the Network180 electronic procurement management system, located at <https://network180.smapply.io/>.

Proposals will be accepted from April 25, 2025, to May 15, 2025. Late proposal submissions will not be considered. Network180 is not responsible for delays caused by any occurrence.

Network180 is committed to selecting contractors which demonstrate the ability to provide high quality treatment to individuals served, as well as organizational competence, administrative efficiency, and sufficient capacity. Consequently, proposals must contain all requested information to be considered by Network180. Network180 reserves the right to request any additional information that it may deem necessary after a proposal has been received.

All information included in a bidder's proposal is subject to disclosure under the Michigan Freedom of Information Act, 1976 PA 442 once the procurement process has been concluded.

Network180 is not liable for any costs incurred by bidders in the preparation of a response to this procurement opportunity.

## **6. *Questions and Modifications***

Network180 reserves the right to withdraw the procurement opportunity at any point during the process, and to update and/or modify the requirements of this procurement opportunity at any time.

All questions relating to this procurement opportunity and submissions in Apply should be directed to [procurement@network180.org](mailto:procurement@network180.org) no later than May 7, 2025. Answers and/or updates or modifications to this Request for Proposal will be posted at <https://www.network180.org/procurement> on or before May 9, 2025.

## **7. *Evaluation Information***

The evaluation of submissions received in response to this procurement opportunity will be conducted comprehensively, fairly, and impartially. Proposals will not be evaluated according to costs alone. An evaluation of each proposal will be conducted by a team of reviewers from Network180 based on the following criteria:

- Timely submission of professional quality proposal including all required elements

- Narrative responses
- Cost Proposals
- References

Network180 reserves the right to accept any and all proposals, and/or to waive irregularities in any submission, in any way whatsoever is deemed in its best interest.

## **8. Award Information**

Contracts awarded under this procurement will have a one (1) year term with four (4) one-year optional renewals.

Contracts awarded under this procurement will not be exclusive. Network180 reserves the right to award multiple contracts or no contracts under this procurement opportunity. Network180 reserves the right to purchase any computer hardware, software, technology products, and technology services from vendors other than those awarded contracts under this procurement.

The contractual relationship between Network180 and its contractors is that of an independent contractor. No agent, employee, or servant of the independent contractor shall be deemed to be an employee, agent, or servant of Network180 for any reason.

Bidders who are awarded contracts shall not assign or delegate any of their duties or obligations under the contract to any other party without the prior written permission of Network180.

## **9. Appeals**

Bidders will be notified in writing of the decision to award/not award a contract for submissions under this procurement opportunity. An appeal process will be in place for bidders objecting to the procurement process. Appeals are limited to alleged violations of the procurement process and may not address the qualitative review by the review teams.

It is the bidder's responsibility to become familiar with and fully informed regarding the terms, requirements, and specifications of this procurement opportunity. Lack of understanding and/or misinterpretation of any part of this procurement opportunity shall not be cause for an appeal.

Appeals must be submitted in writing to [procurement@network180.org](mailto:procurement@network180.org) within ten (10) days of the date on which Network180 sends its decision to award/not award a contract to the contact listed on a bidder's submission, and must contain the following:

- An identification of alleged violation(s) of the procurement process;
- Specific information supporting the alleged violation(s); and
- Indication of whether bidder will be represented by legal counsel during the appeal process, and if so, contact information for legal counsel.

## Attachment A – Narrative Responses

Factor	Response
Vendor's years in business	
Information regarding vendor's multi-supplier distribution network	
Information regarding long-term account managers, including the average length of time each account manager is assigned to a customer	
Information regarding vendor knowledgeability and training with Microsoft Surface products, including those products listed in <i>Attachment B – Hardware/Peripherals Cost Proposal</i>	
Vendor's average time to respond to order problems	
Vendor's order process or web-portal information for self-serve shopping	
Vendor's Microsoft Vendor Partner Level	
Additional information for Network180 Review Team?	

### Attachment B – Hardware/Peripherals Cost Proposal

Description	Part #	Cost, Each
Microsoft Surface laptop 7 (13") u5/16GB/256GB	EP2-33224	
Microsoft Surface Laptop 7 (15") u5/16GB/256GB	EP2-33233	
Microsoft Surface Laptop 7 (15") u7/32GB/256GB	EP2-33254	
Microsoft Surface Pro 11 u5/16GB/256GB	EP2-20094	
Microsoft Surface Pro 11 u7/32GB/256GB	EP2-20032	
Microsoft Surface Pro 10 5G u5/16GB/256GB	EP2-14737	
Surface Slim Pen 2 Black	8WX-00001	
Microsoft Surface Pen	EYV-00009	
Microsoft Surface Pen Black	EYV-00001	
Microsoft Surface Thunderbolt 4 Dock	T8I-00001	
Surface Pro 10 Keyboard & Slim Pen Bundle, Black	8X8-00141	
Microsoft Surface Keyboard Cover	FMN-00001	
Microsoft USB-C Travel Hub	1E4-00001	
Logitech Zone Wired Earbuds (Teams Certified)	981-001008	
Logitech Zone True Wireless Earbuds Black (Teams Certified)	985-001081	
Logitech Zone Wired USB Headset (Teams Certified)	981-000871	
Logitech Zone Wireless 2 Headset	981-001151	
Logitech M650 Mobile Mouse	910-006272	
Logitech MK120 Corded Keyboard	920-002478	
Logitech M100 Corded Mouse	910-001601	
Logitech Ergo K860 Keyboard	920-010175	
Case Logic Notion Carrying Case 14"	3204196	
Targus CityLite 15.6 Notebook Case	TBT053US	
Dell P2425HE 24" Monitor	DELLP2425HE	
Kensington BlackBelt Rugged Case for Surface Pro	K96540WW	
Microsoft USB C Docking Station for Business	EP2-19863	

The list above is not inclusive of all possible hardware and peripheral needs, due to model discontinuations and other circumstances. Additionally, Network180 is aware that vendors will experience cost fluctuations for computer hardware and peripherals. Any contract awarded will allow negotiation for renewals after the first year of the contract award.

Identify bidder's maximum percentage increase for the costs identified above for the first year of a contract award.	
Additional information for Network180 Review Team?	

### Attachment C – Software Cost Proposal

Description	Seats/Licenses	Cost, Annual
Adobe Creative Cloud – Acrobat Pro	110	
Adobe Creative Cloud – Adobe Stock	2	
Adobe Creative Cloud – All Cloud Apps Pro Edition	3	
Keeper Security	550	
Data Locker	53	
Camtasia	4	
DevExpress	3	
Redgate	8	
DocuSign Enterprise Pro	50	
SolarWinds Performance Analyzer	2	
Trend Micro	450	
Tiger Connect	15	
Sharegate	1	
Microsoft Visual Studio 2022	3	

The list above is not inclusive of all possible hardware and peripheral needs, due to model discontinuations and other circumstances. Additionally, Network180 is aware that vendors will experience cost fluctuations for software. Any contract awarded will allow negotiation for renewals after the first year of the contract award.

Identify bidder's maximum percentage increase for the costs identified above for the first year of a contract award.	
Additional information for Network180 Review Team?	