

Policy #: Gen-008	Title: Vendor Review Process	Effective Date: 10/01/2003
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Policy Description—

Bi-annually, Information Technology Services and Center for Teaching Excellence host a PC Vendor Review event. PC Vendors are sent an invitation to participate in the event.

A rigorous evaluation methodology weighting important computer attributes on a scale of 1-10 is used in the selection process of the PC vendors. The attributes used include user-friendly design, service, sales support, hardware, pricing and ancillary services. After the rating process, the evaluation committee scores each computer received by the relative weight of each criterion and totals the results. The PC vendor is then selected after a consensus is received on the evaluation committee. The PC vendor chosen will be the vendor for two years to acquire the University computers.

Instructions for the Decision-Making Charts are provided on each chart for each system (laptop, tablet and desktop). For a description of each criterion, please refer to the table at the end of this policy.

Definitions—

Rationale for Policy—

This review, used to determine the Windows-based computer vendor(s) we intend to do business with over the next two years, will examine desktop, laptop and tablet PCs.

Responsible Department/Person—Information Technology Services/Center for Teaching Excellence

Reference/Related Information—

Who should be notified about this policy— VPs, Deans and Department Heads; Faculty and Staff

Issue Date: 10/01/2003

Modification History—

<i>User-friendly design</i>	<i>Support and Service</i>	<i>Sales Support</i>	<i>Hardware</i>	<i>Price</i>	<i>Ancillary Services</i>	<i>Image</i>
Design factors to consider: - small form factor - enhanced keyboard for ease of navigation (e.g. jog dial) - intuitive functional design (e.g., button form and layout) - ease of access to the internal components - noise level (is the computer quiet?) - connections to peripherals, (e.g., easy access through front side ports) - aesthetics - brightness of screen - quietness of keyboard and mouses - weight - battery life	Service and Support issues to consider: - qualified technicians - comprehensive support package - speed of tech support - response time for support issues - parts closet - local presence (vendor) - flexible warranty (can our techs do the service?) - warranty certification (Do we have to be certified? How difficult is it to be certified?) - reimbursement (for doing the service) - vendor accessibility - past experience with vendor - ease of procuring replacement parts	Sales support factors to consider: - ease/speed of ordering new units - ease/speed of procuring accessories - accessing primary sales rep - Web quoting/functionality - personal purchases for faculty, staff, students	Hardware factors to consider: - hardware reliability - customize-ability - open architecture - support for legacy configurations - up-to-date hardware (e.g., processors and motherboards) - hardware life cycle	Price factors to consider: - competitive with other vendors - incentive programs - financial stability of vendor	Ancillary service factors to consider: - vendor availability for regular meetings - on-campus presence - demos and/or loaner availability - non-institutional purchases (discount)	Brand name recognition
Weight = 9	Weight = 9	Weight = 7	Weight = 10	Weight = 7.5	Weight = 5.5	Weight = 4

