

QUESTIONS & ANSWERS

RFP 120224LP Windows Computer Devices Installation, Deployment and Repair

1. Would MSCS consider changing the submission deadline for RFP #120224LP to 12/09/2024. The Thanksgiving holiday observed on 11/28/2024 and 11/29/2024 reduces the number of business days available to companies to prepare their proposals. Changing the deadline compensates for losing two business days and ensures all vendors can finalize their proposals.
A. The RFP was posted on November 12, 2024, at this time an extension cannot be granted.
2. Is the awarded vendor required to provide "hot swaps" to MSCs? (Page 26, section D for reference). We were under the impression that this was for services only.
A. Hot swaps are not required.
3. Is MSCS expecting vendors to submit replacement parts pricing with their proposal?
A. We aren't looking for parts pricing. We want the cost of the repair for example hard drive replacement.
4. If the RFP requires pricing for parts, can you please provide existing make/model and a couple sample serial numbers of devices that need to be covered in this RFP?
A. Pricing for parts isn't required.