

REQUEST FOR PROPOSAL
PROJECT NO. RFP 18-04
CISCO MAINTENANCE AND SUPPORT

QUESTIONS AND ANSWERS NO. 1

Date: November 13, 2017
To: Prospective Respondents
From: Procurement Operations Department, Houston Community College
Subject: Questions and Answers Responses

1. What are we using for the end date on the 1 year 8-31-18 (Begin 9-1-17)?

Response: There are no one year renewals requested. Per RFP "2. Scope of Services", coverage term is (9/1/2017 – 8/31/2020).

2. What are we using for the end date on the 3 year?

Response: Per RFP "2. Scope of Services", coverage term is (9/1/2017 – 8/31/2020).

3. A lot of equipment ends in 2018 to 2020, so the renewal would need to go out to 2021 to co-term them (so this would not be a full 3year on all the equipment)?

Response: Per RFP "2. Scope of Services", coverage term is (9/1/2017 – 8/31/2020). "Note that a large amount of equipment will already be covered with active contracts for the requested term, so this equipment should be extended through the end of the three year agreement (8/31/2020), as opposed to extended another 3 years."

4. The attached spreadsheet has units that did not have instance numbers, so I used the serial numbers and found that most do not belong to Houston Community (except units highlighted in Yellow). Are we including the lines on the spreadsheet from 2663-3034 in the renewal (or just the highlighted units in Yellow that belong to HCC)?

Response: All provided serial numbers have been field validated and belong to HCC. You are to include all provided serial numbers and fulfillment requested in bid, and correct the ownership upon fulfillment of contract if bid is awarded.

5. Are we including lines 470-540, because there are no serial/pak numbers or instance numbers for these units? If so, what coverage dates for them 9-1-17 to 8-31-18?

Response: There are no one year renewals requested. Per RFP "2. Scope of Services", coverage term is (9/1/2017 – 8/31/2020).

6. Is line 3084 being quoted?

Response: It is the maintenance on the UCCX license, not a new license. Recall UCCX is not covered in Collaboration ELA.

7. Are we only quoting the covered, signed and expired? Or the Never Covered Expired? Or Not Covered Expired? Or all of them?

Response: As mentioned in the scope numerous times, everything that is included in the validated list is to be covered.

8. Is there any other criteria that I need to know about the Bid?

Response: Everything is on the RFP document.

9. Can you please provide a complete list of the Serial Numbers that you would like a Smartnet quote for (Instance Numbers if items are not serialized)?

Response: Serial numbers are included in the validated bid list, provided upon completion of NDA. Please read bid in its entirety.

10. Can you please provide a list of Part Numbers?

Response: Part numbers are included in the validated bid list, provided upon completion of NDA. Please read bid in its entirety.

11. Can you please confirm the requested service levels for each item (8x5xNBD, 24x7x4 etc.)?

Response: Fulfillment type is specified on the validated bid list sheet under contract type. Please review bid and attachment in its entirety.

12. Can you please confirm the Site addresses (Street, City, State & Postal Code)?

Response: 3100 Main, Houston TX 77002

13. Can you please confirm the duration of quote or requested co-term date?

Response: Per RFP "2. Scope of Services", coverage term is (9/1/2017 – 8/31/2020). "Note that a large amount of equipment will already be covered with active contracts for the requested term, so this equipment should be extended through the end of the three year agreement (8/31/2020), as opposed to extended another 3 years."

14. Will the College provide actual counts of devices/products that they wish to cover under this procurement (Ref Section 5—Pricing)?

Response: Devices to be covered are included in the validated bid list, provided upon completion of NDA. Please read bid in its entirety.

15. Will the College issue a standardized pricing response form in Excel?

Response: Bidders are to provide this on validated bid list of devices to be covered, in additional columns with list price and discount percentage for the full coterminous contract period.

16. In what format does the College wish to have the Offeror(s) submit the Cisco Security ELA—V5 Catalog? Please provide an example?

Response: In standard bid response inclusive of coverage and full breakdown of costs.

17. Could you list any additional equipment that is pertinent to RFP 18-04?

Response: N/A.

18. Does the HCC expect the offeror(s) to provide a detailed listing of Cisco products with a % off or can an offeror(s) provide a bulk % discount off of the entire catalog?

Response: The ELA pricing should be inclusive of all products and discounts.

19. Does HCC want a quote for all items on the inventory report? Or is there another specific list? There are many items on the report that were never covered and we do not know which service level's they would be request. Or the requested term of quote.

Response: Fulfillment type is specified on bid list as contract type. As mentioned in bid scope, 2.a.3.c: "Proposers will provide specific cost breakdowns by fulfillment type, as outlined in the Cisco validated inventory/bid lists included within. If coverage level is not specified within respective serial numbers or skus, SNT (next business day) should be fulfillment covered."

20. Is customer seeking services under the Cisco Partner Shared Support from the reseller of choice? If not, what services are to comprise the 30% requirement?

Response: N/A.