

Questions and Answers for RFP 23-013 Consolidated Office Automation (OA) Maintenance

Update 4/14/23:

A revised cost proposal has been posted with the RFP.

1. If a NYS registered MBE were to bid this contract as the Prime – would it be required to satisfy the 13% WBE or MBE requirement as well as the SDVOB 6% participation requirements?
 - a. A NYS Certified MBE would still be required to fulfil the 13% WBE. Currently, NYSED recommends 6% SDVOB participation but does not require it.
2. Several addresses "250 Veterans Memorial Hwy" have the city listed as "Brooklyn" but most are "Hauppauge" can you clarify if there are two locations with the same street address?
 - a. All “250 Veterans Memorial Hwy” addresses are Hauppauge.
3. There are 5 Ricoh devices (1 x Ricoh IMC3500, 4 x Ricoh IMC6000) in the cost form, but not listed in the Equipment inventory. Are you open to a service contract for these printers? Where are they located?
 - a. We will not be including these items on the service contract at this time. These devices have been removed from the updated cost proposal. Note that inventory is accurate at the time of posting and is used for bidding only. Exact inventory will be provided at the time of the contract.
4. There are 794 off warranty docking stations in the PC section of the Cost form, and 794 off warranty Dell Universal D6000 docking stations listed under Miscellaneous. Please confirm the total number of docking stations.
 - a. Our inventory fluctuates monthly. At the time of the posted inventory, 847 including 5 Dell WD19s and 2 HP Thunderbolt. Exhibit 2 cost proposal differs from Exhibit 1 inventory due to the time-frame when it was created.
5. Are there any non-supported Operating Systems on any of the devices listed in exhibit 1?
 - a. There may be very few with unsupported Operating Systems, however, we troubleshoot software issues in-house.

6. Please list the current operating systems (and versions) on the PCs and laptops.
 - a. Our current Operating System is Windows 10 22H2.
7. Will the contractor need to reimage PCs and laptops?
 - a. No. NYSED will do all imaging of PCs and laptops
8. Will the contractor be responsible for backing up user data, and restoring applications previously installed?
 - a. No. The contractor should not have any access to user data.
9. Please confirm the maintenance requested covers hardware only and not things like virus removal, software updates, performance optimization, etc.
 - a. Correct. The contract covers hardware only.
10. Is any leased equipment mentioned in this bid serviceable by a third party or is it covered by vendor service agreement?
 - a. There is no leased equipment on this agreement. Only some items which are covered under manufacturer's warranty.
11. Confirmation that all service has to stay within NY State? Otherwise, can units be shipped to depot?
 - a. NYSED will ship to a depot only if remedial diagnosis requires off-site repair and like device replaces the unit for the duration of the repair. Vendor must pay for any shipping or transport of items to a depot.
12. Would Dept of Education be good with 2-3 Central Pickups within NY State with a 3 day SLA for retrieval and drop off to depot
 - a. Not for remedial maintenance since we require 8-hour response time. Note that the vendor is responsible for all expenses regarding shipping or transport of items to a depot.
13. Can they provide a breakdown of # of repairs by month by model/type? More details the better assess the service requirements such as parts.
 - a. See attachment, ServiceCalls-2022-3.xlsx
14. Can they provide NYSED policy for reference.
 - a. [New York State Education Department Information Security Office Policy](#)
15. What do they mean by supply warranty and non-warranty maintenance for all equip listed? Specifically related to non-warranty.

- a. Items under warranty should be repaired by the vendor contacting the manufacturer and going through the warranty process. Non-warranty or off warranty items are the responsibility of the vendor to repair or replace.