

Avon Local School District

FY2027 FORM 470 #270000170

QUESTION & ANSWER

1. The pricing attachment, and this is the one that matters most. Each row carries a Quantity and then YR1, YR2 and YR3 Managed Services Fee columns. Should the fee we enter be the price per unit, or the extended annual price for the whole quantity on that line? On a line like the 316 AP-615 access points the difference is obviously very large, and we want every bid you receive to be comparable.
 - A. The fee section should cover managed services for all the items together. All bidders should propose the annual and/or monthly fee that would be the cost for managed service for all the items listed under "Existing Equipment Requiring MIBS," not the extended annual price per line item.
2. On-site services. We note a site visit is not offered for this solicitation, and the specification also includes a location table headed "Location Information for On-site Services" covering all seven sites. Since we will be pricing on-site attendance for buildings we will not have seen, could you describe what the district actually expects - roughly how often, and under what circumstances? And should the cost of on-site visits be built into the managed services fee, or identified separately as a distinct line? We would rather price this accurately than guess in either direction.
 - a. We prefer that potential on-site visits be built into the total price with no separate fee when service providers come on-site. We do not anticipate on-site visits with any regularity, and would like them only when needed.
3. Manufacturer support and licensing. The equipment list includes Aruba access points, Cisco Catalyst switches, a Fortinet firewall and Vertiv UPS units. Does the District hold and renew the manufacturer support and subscriptions for those - Aruba Central, Cisco support, FortiGuard - or is the successful provider expected to carry them as part of this agreement? It materially changes the fee.
 - A. The district is not requesting any licenses at this time, and is only requesting MIBS for the items listed on the FCC Form 470 and the associated pricing attachment. Any manufacturer support licenses or required support subscriptions would be requested through internal connections, and are not included in this procurement.
4. Scope and service levels. Beyond monitoring, is the provider expected to perform configuration changes, firmware and patch management, and hardware RMA handling? What coverage hours and response targets does the district have in mind, and would the

provider be given full administrative rights or work co-managed alongside District staff? If the District would prefer to see our proposed service levels rather than state its own, we are glad to put those forward instead.

A. The provider is expected to perform configuration changes, firmware and patch management and hardware RMA handling. We would prefer to see your service levels.

5. One narrower point. The estate includes a single Fortinet FortiGate 601E among otherwise Aruba and Cisco equipment. Is firewall management within the scope of this request, and does the district have any expectation about vendor certification on that platform specifically?

A. No and no.

6. Our Vertiv distributor has advised that they need the serial numbers for the 27 existing Vertiv UPS units in order to verify their age, serviceability, and provide the requested maintenance/managed-service pricing. Could you please provide the serial numbers for these units when available?

A. Please see the attached list of serial numbers titled "Avon Local Schools - Vertiv SN Information"

7. Our team is looking over the 470 for Avon local school district. Is there a product list and scope that will be provided along with the service specifications document?

A. The pricing attachment lists all products that are to be included on the MIBS proposal.

8. Could you send me the RFP and attachments, the proposal due date, and how you would like proposals submitted?

A. All attachments are on the FCC Form 470 already. Please follow the directions on the service specification. All responses will be via addendums on the FCC Form 470.