

## VENDOR Q&A FROM IFCB/470 #270001184

**Q** 1.Question for Customer: Please clarify the scope of the requested Managed Internal Broadband Services (MIBS). We understand that the listed switches and wireless access points are district-owned equipment. Quote Request Could you please confirm what specific MIBS services are required for this equipment, such as remote monitoring, configuration/management, troubleshooting, maintenance, technical support, firmware updates, or other services? Also, please confirm whether any new hardware, licenses, subscriptions, or replacement equipment are required as part of the MIBS solution. 2.Please provide a detailed scope of work for the requested Managed Internal Broadband Services (MIBS) for the district-owned switches and wireless access points. Specifically, please clarify what services are required (e.g., monitoring, configuration, troubleshooting, maintenance, firmware/software updates, technical support, network management, onsite support, etc.). Additionally, please confirm whether these services must be provided directly by the equipment manufacturer/OEM, or whether an authorized partner/service provider may perform the MIBS services. Please also confirm whether any licenses, subscriptions, hardware, installation, or other products/services should be included in the proposed pricing.

**Answer:**

For the first question, the services the district is requesting include remote monitoring, configuration management, troubleshooting, maintenance, technical support, firmware updates, online and on-site support as needed, and network management. No new hardware will be purchased, although some licenses or subscriptions for existing equipment may need renewal. For the detailed scope of work, we need monitoring, configuration, troubleshooting, maintenance, firmware and software updates, technical support, network management, and on-site support as needed. These services do not specifically need to be provided directly by the manufacturer or OEM, but can be provided by an authorized partner or vendor. Please let me know if you have any questions or need further details.