



To: **Prospective Bidder**

Date: **March 25, 2024**

Subject: **RFP # 224-35: 3<sup>rd</sup> Party Maintenance: Datacenter Server & Storage Infrastructure.**

RE: **Addendum # 1: Questions and Answers**

**Question:** Desired Start Date

**May 31/2024.**

**Question:** Terms (1 year, 3 years, etc)?

**This request for proposal is for a one (1) year contract period.** Grand Valley State University reserves the right to renew the contract for (2) additional years in one (1) year increments. Renewal(s) will depend on pricing and level of service received during contract period.

**Question:** Would you like us to include options for both with and without a Field Engineer?

**Yes, feel free to propose options for consideration.**

**Question:** Please confirm install sites for all devices is the below:

**Allendale**

*1 Campus Drive*

*Allendale, MI 49401-9403*

**Grand Rapids**

*301 Fulton St W Ste 210*

*Grand Rapids, MI 49504*

**Question:** Will the contract only be awarded to a vendor that is 51% owned, controlled, and actively managed by African American, Asian American, Native American, Woman, Hispanic American, Veteran, or disabled persons or will you consider any vendors that do not meet that designation?

**No, that is never a deciding factor or criteria in which supplier is awarded the contract. The decision we make is strictly based on the bid submission from the suppliers and how they compare with our evaluation criteria as outlined in the RFP. The reason we ask that question when conducting RFPs is just to have a way to capture which vendors that we do work are MBE businesses. This allows us to, as best we can, track our Tier 1 and Tier 2 spend and then we can post those numbers every FY.**

**Question:** The start of the RFP shows due date of 4/5/2024 @ 5:00 pm EST and Addendum shows due date of 4/10/2024 @ 5:00 pm EST. Can GVSU clarify the due date of bid?

**The due date for the submissions for RFP # 224-35 will be Friday April 5, 2024 at 5pm EST.**

**Question:** GVSU references contract pricing in the RFP. Is contract pricing the GVSU preference or just want to be aware if a contract is being used for pricing provided?

**Contract pricing is not mandatory. However, notification of contract pricing and/or membership fees must be appropriately noted.**

**Question:** Pg 5, para 3.0 Obj – What “Services” are required (no specifics provided)

Services can be determined by SLA. For example, if the vendor offers multiple SLA options that meet the requirements of this RFP, the services can be defined as on-site support, parts-only, etc.”

**Question:** Pg 5, para 4.0 RFP Requirements and Scope of Work – Define “Emergency Support” and the associated SLA for the assets (Is the SLA Time to Respond, Time to Repair, Availability, etc.)

Emergency Support can be determined based on the proposed SLA. In a parts-only distribution model, the SLA would entail the delivery of parts to GVSU within the defined timeframe. If the proposed SLA includes engineer-provided replacement, this can be interpreted as Time to Repair. We anticipate vendors will propose different options to meet the defined SLAs, including parts distribution with self-service replacement, and/or vendor provided replacement services.

**Question:** What “Contract Initiatives” does GVSU have in mind? Will these be discussed and implemented via a Change Order, or part of the initial scope?

Contract pricing is not mandatory. However, notification of contract pricing and/or membership fees must be appropriately noted.

**Question:** What DC infrastructure requires on site Parts – and why? Is this based on long lead times for replacement components, or is it because the Components are EOL / EOSL and parts are not always available? Also, this bullet says “in accordance with the Contract’s SLAs for associated assets” but the SLA has not been provided (See earlier SLA question)

No on-site parts are required. SLAs are defined in the provided asset list. You are welcome to propose whatever options meet the required base level SLA. Please include response time. SLA 24x7: Service available 7 days a week, 24 hours a day. Vendors should provide an expected response time. If multiple options exist, please quote options for consideration. Standard Business Hours: Support available from 8 a.m. to 5 p.m. Eastern Standard Time with a response time of next business day.

**Question:** What information does GVSU expect to derive from Vendor Supported Portal? What “access” does GVSU expect to gain through the Portal?

Incident management, tracking of requested parts, maintenance of asset and inventory records are expected within the vendor support portal. If alternatives are available, please note those.

**Question:** What “Certifications are required?”

Certifications can include approved vendor-supported certifications or OEM provided certifications; additional considerations can be provided assuming appropriate training has been conducted for the engineers responsible for the work.

**Question:** Are the “diverse service level agreements for server and storage hardware” focused on Operational SLAs like Availability, or Support SLAs like time to respond/repair? Or both?

This is determined by the SLA. As noted, this will fall within the differentiators of the SLA offered by the vendor.

**Question:** Define “Comprehensive Spare Parts Inventory” what products and related embedded components would GVSU like to have available on site?

GVSU does not require any parts to be on-site. This requirement ensures that inventory items are available and not a request for manufacturing or procurement from alternate channels. Essentially, the parts inventory available in the vendor's warehouse or distribution channels must meet the desired SLA.

**Question:** Will there be a locked and secure space for the Parts Locker on site?

No parts locker is required.