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RFP #RCSD-VPMT2010 Questions Responses

Ravenswood City School District, Technology Dept.

January 29, 2010

Overview:

The following questions were submitted by prospective bidders to RFP #RCSD-VPMT2010 in written form. Please send questions to solomonh@ravenswood.k12.ca.us by Thursday, February 4, 2010 11pm. Please refer to the RFP located at <http://www.ravenswood.k12.ca.us/rfps> before submitting questions, as we will not respond to questions already adequately answered in the current RFP.

Questions and their Responses

1. **Your project RFP request coverage for access points. Can you please provide how many access points are in question as well as how many are located at each school site?**
 - a. There are zero access points currently in place that should be covered by this RFP or maintenance. Please ignore this item in the RFP grid (you can say "N/A" in the grid).
2. **Cabling maintenance is requested - can you provide how many hours (block of time) is being requested for cabling maintenance? Can you also provide a rough quantity of cabling drops at each location and what type of maintenance you are requesting? It is hard to make a determination on pricing based on the information provided.**
 - a. Structured cabling maintenance (CAT5, CAT5e, CAT6) should be covered by a maximum of 24 block hours over the course of the year, and typically would consist of fixing cut/chewed wiring or reterminating a bad jack. There are about 200 drops average at each of the 12 locations.
3. **4 hour response time is requested. However, requested SmartNET is 8x5xNBD SNT. Is the 4 hour response time specific to how fast the vendor is on-site / how long it takes the vendor to call you back / how fast the equipment is replaced, etc?**
 - a. The 4-hour response time reflects how long it takes the vendor to call/contact us back. There is an additional requirement that the vendor must provide a 24 hour on-site response time for mission critical issues.
4. **[T]here are the 2 RFP documents I pulled off your website <http://www.ravenswood.k12.ca.us/rfps> for the E-Rate Year 13 Basic Maintenance. Please confirm these are all the bid documents required to bid this project**

- a. These two (available on the website) are all of the RFP documents, though I will be issuing a questions/answers document and posting to the website for all submitted questions.