Request for Proposals
Information Technology Services
Questions Received from Bidders
January 14, 2026 Addendum 6

1. **Contract Term and Evaluation**

   1.1 Will the District express a preference or weighting between the three-year and five-year contract options during evaluation, or are both evaluated equally under the Fees (20%) criterion? Both evaluated equally

2. **2. Hosting and Infrastructure Requirements**

   2.1 Appendix B references VMware-based virtualization in a Tier 4 data center. Is VMware specifically required, or will functionally equivalent enterprise virtualization platforms meeting Tier 4 requirements be considered acceptable? Functionally equivalent is acceptable.

   2.2 Are proposers expected to include modernization or replacement of Windows Server 2012 R2 systems within the base monthly fee, or should this be proposed as an alternate or project-based cost? Alternate or project-based cost.

   2.3 Should pricing assume growth beyond the currently stated 6 TB primary and 3 TB backup storage during the contract term? No

3. **3. Network, WAN, and Firewall Responsibility**

   3.1 Sections 4e and 4f state that WAN, internet connectivity, firewalls, and telephony are currently managed by the incumbent provider. Upon contract start, is the selected ITSP expected to assume direct responsibility for these services, or provide coordination and support only? Direct responsibility.

   3.2 Should proposers assume responsibility for SLA compliance related to Internet Availability (99.9%), or is this limited to coordination with the incumbent connectivity provider? Assume responsibility.

4. **4. Help Desk Coverage and Scoring**

   4.1 The RFP allows proposals with either 24x7 support or business-hours-only support. Will proposals offering business-hours-only support be evaluated equivalently to 24x7 support, or is extended coverage considered a scoring advantage? Extended coverage is a scoring advantage.

   4.2 For Priority 1 incidents, does “resolution must begin within one business hour” require live technician engagement, or is active troubleshooting and user contact sufficient? Active troubleshooting and user contact is sufficient.

5. **5. Service Level Agreements and Financial Risk**

   5.1 Are SLA penalties cumulative across multiple failures within the same month? Yes

5.2 Is there a maximum monthly cap on total liquidated damages assessed to the ITSP? No
5.3 Will scheduled maintenance windows be approved in advance and excluded from uptime SLA calculations? Yes

6. **6. Transition Services**

6.1 During the required two-month transition period, will the District contractually require the incumbent provider to provide full documentation, credentials, and configuration access to the incoming ITSP? Yes
6.2 Is the transition period expected to be fully included at no cost to the District as part of the fixed monthly fee? At the end of the contract, the Consultant will work with the District designee over a sixty (60) day period to transition the services to a new information technology services provider at no cost to the District.

7. **7. Pricing Structure**

7.1 Should Comcast and fiber connectivity costs be included within the "All-Inclusive Firm Fixed Monthly Price," or listed as pass-through costs in Appendix A? Yes. See page 26 of the RFP. Comcast and Fiber Connectivity cost should be listed on a separate line and included in the Total All-Inclusive Firm Fixed Monthly Price.
7.2 Are the FY 2026–2027 budgeted projects (SharePoint, Telestaff cloud migration, Laserfiche, OneDrive) expected to be included in base pricing, or proposed separately as identified projects? The cost of these projects should not be included in the proposal. This information was provided for general information regarding initiatives.