

## LOC Questions and Clarifications Memorandum

---

**To:** Solicited Vendors for Letter of Configuration (LOC) 40657, dated January 6, 2014 for the Department of Human Services (MDHS)

**From:** Craig P. Orgeron, Ph.D.

**Date:** January 17, 2014

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

**Contact Name:** Jill Chastant

**Contact Phone Number:** 601-432-8214

**Contact E-mail Address:** jill.chastant@its.ms.gov

---

**LOC 40657 is hereby amended as follows:**

**1. Attachment D, Standard Maintenance Agreement, Article 3.1 CONSIDERATION AND METHOD OF PAYMENT**

"During the initial term of this Agreement, Customer shall pay Contractor \$**INSERT COST** monthly ~~annually~~ for maintenance services. Contractor shall submit an invoice monthly ~~annually~~ with the appropriate documentation to Customer, including specific documentation of any inflation increase for any renewal term. Contractor shall submit invoices and supporting documentation to Customer electronically during the term of this Agreement using the processes and procedures identified by the State."

**2. Attachment F, EQUIPMENT COST SCHEDULE, is attached and shall be added to the LOC. Provide annual maintenance cost for the critical and non-critical items listed.**

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

- Question 1:** Section 5.5.1 – Vendor must provide pricing for the equipment listed in Attachment E. Detail any items that are functionally equivalent and substituted for the item listed in the table below.
- a. Question: What does it mean provide pricing for the equipment? Are you requesting the price to replace the listed equipment? If so, configurations would be needed to figure this pricing for servers, switches and printers – Ex: Server configuration would need to include processors, RAM, Hard Drives, etc. Switches would need modules included, etc. Printers would need additional paper trays, etc.

- b. If you are not asking for replacement of equipment pricing – then what pricing are you asking for?

**Response:** **A. Pricing is not for equipment replacement. Refer to 1.B. below.**

**B. The pricing requested is the cost the Vendor will charge to warranty the equipment for a period of 12 months. The Annual Cost will be divided by 12 and billed monthly. If MDHS has a problem with equipment covered on the Maintenance Contract, the Vendor will be responsible for repairing or replacing the equipment at no additional cost to MDHS. This includes Vendor site visits to trouble shoot, repair and/or replace the equipment.**

**Question 2:** Section 6.6.1 – Vendor must propose a fully-loaded fixed price contract that includes all parts, labor and travel for prime-shift on-site maintenance support for the equipment.....

- a. Question - Are you wanting a fixed price for each individual listed piece of equipment that would cover any hardware replace, labor and travel for each individual year? Example: Server Farm – Dell 2850 – Year 1 – The vendor would need to price the cost in Year 1 column for any hardware, labor and travel costs expected for that server for that Year – which means whether the server failed one time or three times – the fixed cost is what is paid for that one year maintenance on that server. Say, the maintenance cost is \$500 – and the server never fails that year – then you are still paying \$500 for the maintenance that year. If the server fails 3 times that year – then you are still paying \$500 for the maintenance that year. Is that correct? If not, then please explain the details of how to calculate the maintenance for 1 year for that equipment.

**Response:** **A. Yes, the example above is correct. The Contract provides an annual fixed cost that covers the hardware repair or replacement for 12 months. MDHS pays the cost in monthly installments and the cost does not change if there are no repairs or if there are multiple repairs on the equipment listed.**

**Question 3:** Section 6.65 – MDHS reserves the right to add/delete items on a monthly basis without penalties.

- a. Question - Add a piece of equipment – how will the price per piece of equipment added be determined?
- b. Question - Delete a piece of equipment – we assume the piece of equipment removed will be pro-rated through the unit cost for equipment maintenance based on the time the equipment has been in service – is this assumption correct?
- c. On what interval will refunds for removed items be issued?

**Response:** **A. As a part of the Vendor's proposal for the MDHS equipment maintenance LOC, the Vendor will be required to provide an Equipment Cost Schedule (Attachment F) showing the fixed annual costs for various equipment types which will be covered. i.e. Desktop Personal Computer, Notebook Computer, Wyse Z90 D7 Thin Client Terminal, Cisco USC Server, etc.**

**B. This assumption is correct. Since MDHS makes monthly payments, MDHS and the Vendor would agree on the timing for when the item would be removed from the list and billing will be discontinued by the Vendor.**

**C. As stated above in 3.B., the Vendor and MDHS will work together to determine dates that are mutually acceptable for adding and deleting items so refunds should not be required.**

**Question 4:** Item 6.6 states Vendor must provide all services need to keep the listed equipment operating properly, including periodic testing, repairs to include all necessary parts and labor, preventive and remedial maintenance. Does that include parts and labor for all printer maintenance kits?

**Response:** The Vendor is not responsible for providing maintenance kits for preventative maintenance on printers. The expectation for preventive maintenance on printers is a visual inspection at least twice per year (quarterly preferred) for all covered printers to determine if there are parts or maintenance needed. If the Vendor determines that parts or maintenance are needed, the expectation is the Vendor would order the parts and perform the necessary maintenance at no additional cost to MDHS per the terms and conditions of the Maintenance Contract, Attachment D.

**Question 5:** Section 6.67 – Vendor must provide onsite response to service requests.....

- a. Question - when the technician comes onsite – are the to:
1. Determine what the hardware failure is?
  2. Remove the failing hardware that needs to be replaced?
  3. Physically replace the hardware with the new?
  4. Who is responsible for the reconfiguration of the newly replaced hardware?
  5. If vendor technician is expected to reconfigure – will passwords to network and any technical information required to do so be provided by MDHS technical staff?

**Response:** A.1. Yes, where applicable.

A.2. Yes, where applicable.

A.3. Yes, where applicable.

A.4. The Vendor will be responsible for the configuration of the new or repaired hardware.

A.5. Yes. The MDHS Network and Hardware team will provide all access credentials required to the Vendor supporting the MDHS Statewide Maintenance Contract.

**Question 6:** Section 6.6.8 .....Vendor will provide a compatible loaner unit at that time.....  
Question - will vendor just be providing the hardware - who is responsible for the configuration of the hardware to be used as a loaner. Example: Vendor provides customer with a server - but the server has to be configured for customer to be

able to use - who is responsible for this configuration? Also, when the loaner is replaced with the new hardware - who is responsible for the configuration of the new hardware?

**Response:** **The Vendor will be responsible for the configuration of the replacement and/or loaner hardware. The MDHS Network and Hardware team will work closely with the Vendor in this process, but ultimately the Vendor will be responsible.**

**Question 7:** Section 6.6.9 – Vendor is responsible for replacing equipment of equal or greater value. Question - Complete configurations of servers, switches, printers will need to be provided in order to calculate replacement costs of hardware. These equipment will have various configurations that will include difference processors, RAM, hard drives, etc.

**Response:** **Due to the timeline required for the implementation of this LOC, the amount of equipment maintained by MDHS and the fact that this information is not readily available in a form easily deliverable, MDHS MIS and ITS will determine if there is an opportunity for the Vendor to do a site visit to MDHS to communicate with the Network and Hardware team in order to gather information related to this topic. Information gathered may enable the Vendor to adequately size-scope the annual equipment pricing.**

**Question 8:** Section 6.6.11 – Replacement parts will be new and not used or refurbished.....

- a. Question - if an item has become obsolete and no new parts are available - what does the customer want to happen?
- b. If the manufacturer warranty sends refurbished parts - what does the customer want to happen?
- c. If the standard manufacturer warranty for any item has a policy that refurbished hardware and parts are sent for warranty replacement - is the existing equipment item that you have listed to be considered obsolete now? Example: HP Printers – warranty states that printer hardware and parts replacements are refurbished.
- d. At what point does an item become determined obsolete and needs to be replaced and not repaired anymore?

**Response:** **A. MDHS will work with the Vendor to reach a logical and fair solution in these cases. The Vendor should be prepared to cover a cost that would be limited to the fair market value replacement cost of the equipment that failed.**

**B. MDHS will accept manufacturer refurbished parts.**

**C. Since MDHS will accept manufacturer refurbished parts as stated above in 8.C., we would not use that factor to determine that equipment is obsolete.**

**D. The MDHS MIS division will work with the Vendor responsible for the Statewide Maintenance Contract to make a determination of when equipment should be considered obsolete and then be replaced versus repaired.**

**Question 9:** Section 6.6.12 – MDHS requires no limitations be placed on the number of authorized MDHS staff members who can place a service call to the vendor.

- a. Question - Does this mean that any MDHS staff can make service call requests?
- b. With no limitations of staff members – will there be a Technical Point of contact assigned to organize and schedule repairs?

**Response:** Historically, the MIS Network and Hardware team had one individual responsible for opening all tickets with the Statewide Maintenance Contract support Vendor for MDHS. Since then, MDHS has had new staff join the Network and Hardware team and has had minor reorganization. MDHS cannot provide an exact number of staff that will communicate with the Vendor. However, the staff communicating with the Vendor would be limited to individuals in the MDHS MIS Network and Hardware group and today there are 12 positions in that area. Therefore, the number would not exceed 12.

**B. MDHS MIS will work with the Vendor responsible for the Statewide Maintenance Contract to identify a single point of contact for tickets with a couple of backup staff. With a Lead and backup staff names, that should be beneficial to the Vendor and MDHS.**

**Question 10:** Is it a requirement for Vendors to handle their own maintenance as opposed to companies that subcontract with other parties? If not a requirement, then will preference be given to Vendors that handle their own maintenance as opposed to companies that subcontract with other parties?

**Response:** Please refer to Section 7, MANUFACTURER DIRECT MAINTENANCE, of the Letter of Configuration (LOC).

**Question 11:** What is required for preventive maintenance for servers, printers, etc.?

**Response:** Servers: Visual inspection and clean dust off quarterly.  
Printers: Visual inspection at least twice per year (quarterly preferred). If parts or service is required, the Vendor will order parts and provide service at no additional cost to MDHS.

**Question 12:** Will this LOC be awarded to the lowest and best Vendor response? As in previous LOC's for this same size and scope, the requirements are for cost, maintenance requirements, vendor qualifications, references and value add.

**Response:** Please refer to Section 11, SCORING METHODOLOGY, of the Letter of Configuration (LOC).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jill Chastant at 601-432-8214 or via email at [jill.chastant@its.ms.gov](mailto:jill.chastant@its.ms.gov).

cc: ITS Project File Number 40657

Enclosure: Attachment F, Equipment Cost Schedule

**ATTACHMENT F  
EQUIPMENT COST SCHEDULE – LOC 40657**

MDHS has made an effort to categorize the equipment that they currently have or that they might add to maintenance in the future. Vendor must provide pricing for the items below. However, Vendors may add additional product categories, if necessary.

**Non-Critical Components**

<b>Equipment</b>	<b>Annual Maintenance Cost</b>
Desktop PC	
Notebook PC	
Wyse Thin Client Terminal (I.E. Z90 D7)	
Ink Jet Printer	
Flat Panel Monitor 19" to 22"	
Flat Panel Monitor 24" to 30"	
UPS - Small to Medium	
Desktop Scanners (I.E. Xerox DocuScan 632, 262i )	
Cisco Wireless Controllers [5500 Series]	
Cisco Wireless Access Points [I.E. AIR-LAP 1131]	

**Critical Components**

<b>Equipment</b>	<b>Annual Maintenance Cost</b>
IBM Blade Server	
IBM or Dell Rack Mounted Server	
Cisco WAN Switch (I.E. 2960)	
Laser Printer – Legacy with External Jet Direct	
Laser Printer – Current with Internal Jet Direct	
Color Laser Printer	
IBM Ultrium Tape Drive with Multiple Drives	
Cisco Integrated Switch (I.E. 3550 & 3750)	
Cisco Core Router Switch (I.E. Nexus 7010)	
UPS – Large	
Cisco ASA Firewall	
Network Hardware Appliances – Anti-Virus, E-Mail Filter, etc.	
Server Farm IP KVM Switches	
IBM Hard Drive Chassis	
IBM, McData, Brocade SAN Fiber Switches	
Large Capacity Server Farm Hard Drives 140 GB to 200 GB	
Large Capacity Server Farm Hard Drives 200 GB to 400 GB	
IBM SAN Controllers End of Life (I.E. FastT700)	
IBM SAN Controllers – Current Models (I.E. ES400)	
Kofax DSS Server	
IBM Blade Server Chassis	
IBM Blade Server Rack Power Supply	
IBM Netfinity Small Server (End of Life)	
HP Small Server (End of Life) [Proliant ML-350]	

Cisco GBIC and SFP Modules	
HP External Jet Direct Cards	

The vendor may choose to propose one network engineer or senior technician that will work onsite at the MDHS State Office each weekday (Monday through Friday) from 8 a.m. to 5 p.m. to facilitate the overall support for the agency. This is an optional service that MDHS reserves the right to purchase. The hourly rate for this individual must be included below.

INDIVIDUAL NAME	HOURLY RATE

Other support options:

SUPPORT OPTION	RATE
Manage depot replacement of Wyse Thin Client Z90 Terminals and Samsung 19" Flat Panel Monitors	
Support of Equipment through VPN	
Time and Materials Rate	
Other (please describe)	