

# VENDOR QUESTIONS WITH ANSWERS

**District:** Walla Walla Public Schools

**RFP/470 Number(s):** NCCE.WA.17.001;

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**Q1. In section 3.3 you callout on-going maintenance for eligible hardware using the Federal E-Rate definition of “basic maintenance”. Do you see any reason why SmartNet would not cover all these requirements?**

*R1. The vendor is responsible for assuring their product and/or services is eligible as described in the current Eligible Service List. In cases where it is partially eligible, the vendor must identify the percent eligible in their proposal.*

**Q2. Please let me know if you are open for a webinar to learn more about \_\_\_\_\_, we can also easily get an evaluation going if you are interested.**

*R2. Thank you for your offer but we are not interested in a webinar at this time.*

**Q3. What are you currently using for your WLAN?**

*R3. Please read the RFP.*

**Q4. Is this a new project or an expansion?**

*R4. Please read the RFP.*

**Q5. How many buildings are you looking to install WiFi in?**

*R5. Please read the RFP.*

**Q6. Any sort of initiatives? (guest access, 1:1, BYOD, online testing)**

*R6. Please read the RFP.*

**Q7. Driving factor?**

*R7. Please read the RFP.*

**Q8. What days and times work best for your webinar/demo to see how XXXXX is a perfect fit for your school?**

*R8. Please see our response to Q2 above.*

**Q9. If you are not the right person to speak with, could you point me in the right direction?**

*R9. Please read the RFP.*

**Q10. Under section 4 (b) you ask for service array and services response. Can I please get a clarification of what you are looking for?**

R10. By “service array” we mean a summary of the range of services you provide. By “service response” we mean your approach to responding to service needs including how you prioritize, level of service, and so forth.