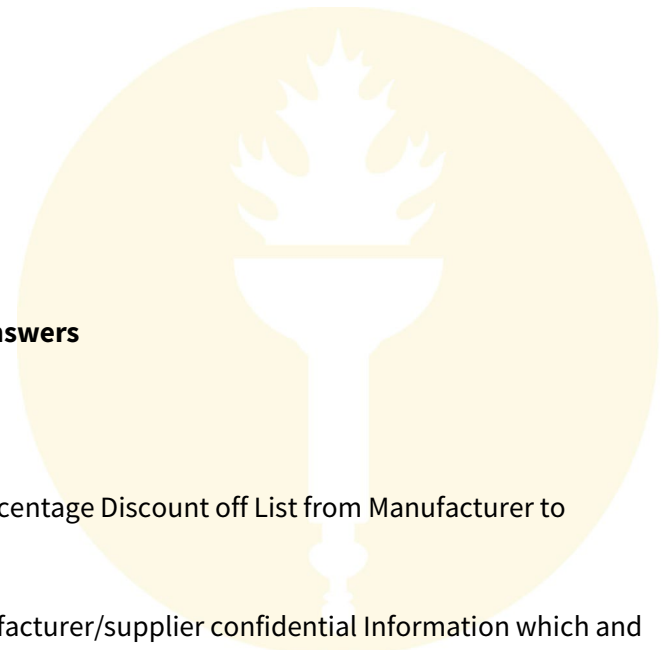


RFP 24-39 Information Technology Hardware, Software, & Support Services

Office of Contracting & Procurement
Division of Finance
201 Mullica Hill Road
Glassboro, NJ 08085



Questions & Answers

1. I need to confirm the MBE percentage for this Project.
 - a. **There is not an MBE set-aside for this project.**
2. On Pages 22 through 25 you are requesting a Fixed Percentage Discount off List from Manufacturer to Vendor.

Vendors cost to procure products they resell are manufacturer/supplier confidential Information which and as an authorized reseller are strictly prohibited from being disclosed pursuant to our written agreements with the manufacturers, specifically Cisco, HPE and Aruba in this case. All vendors responding to the RFP will be under the same restrictions.

Can this requirement be removed from the RFP.

- a. **Rowan is requesting the manufacturer to vendor percent off list to ensure the manufacturers have honored Rowan's request to ensure all vendors have the same pricing. Additionally we are requesting the percent off list that Rowan will be paying.**
3. If a single solution can handle other requirements too so will that be acceptable?
 - a. **The respondent is responsible for submitting a response for each of the categories they would like to be considered for. The hardware, software and support services listed reflect the overall goals and needs of the University, and proposing vendors must be able to provide all items referenced for each category submitted in this RFP. However, the referenced items are not meant to be wholly complete. Additional equipment, software, services and information technology related services may be purchased from the awarded vendor(s) that are not specifically referenced in this RFP.**
4. Can supply cover a certain part of the requirement?
 - a. **The respondent is responsible for submitting a response for each of the categories they would like to be considered for. The hardware, software and support services listed reflect the overall goals and needs of the University, and proposing vendors must be able to provide all items referenced for each category submitted in this RFP. However, the referenced items are not meant to be wholly complete. Additional equipment, software, services and information technology related services may be purchased from the awarded vendor(s) that are not specifically referenced in this RFP.**
5. What would be the payment terms including License and Service?
 - a. **Our payment terms are NET30.**
6. Can the Deployment be through remote?
 - a. **Depending on the needs of the specific project/request, remote deployment may be acceptable.**
7. What all would be the key areas of focus where we can come up with optimized solutions.

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- a. Depending on the needs of the specific project/request, solutions can be optimized during the project planning phase.
8. Who should I reach out to, to schedule a call with, so we can get specs/requirements to build out the requested.
 - a. Rowan is not permitted to communicate directly with any bidder prior to award. All specifications are outlined in the bid documents.
9. Regarding RFP 24-39 for IT hardware, software, and support, the specs in the RFP document are rather vague and don't give configuration requirements. What is the process to receive more specific and exact requirements?
 - a. Rowan is looking for vendors to supply discounts on list pricing for each of the requested categories. Once the bid is awarded, we will work with the awarded vendor(s) to request pricing as needed.
10. Also, how do we go about scheduling an onsite visit to learn more about the project?
 - a. There is no on-site visit scheduled for this bid.
11. Is Rowan University IRT looking to rebuild its entire infrastructure or looking for the integration of new hardware and software solutions to replace older EOL equipment/software that is already in place?
 - a. Rowan is looking for vendors to supply discounts on list pricing for each of the requested categories. Once the bid is awarded, we will work with the awarded vendor(s) to request pricing as needed.
12. The RFP mentions the use of Cisco and Aruba, switches, and routers, in category 1 and 3, is this asking for a multi-vendor implementation of equipment? Can one type of equipment (Cisco or Aruba) be used to support the needs of both category 1 and 3?
 - a. Each category has a basis of design. Vendors must be able to provide all items referenced for each category submitted in this RFP. Any proposed equal must be fully compatible and able to seamlessly integrate (at no additional cost) with all existing hardware, software, and support services.
13. To clarify, does Rowan University IRT categories describe what the equipment/software needs to offer? Does each category describe what needs to be included in the proposal to be scored appropriately? For example: Server manager Software; is Rowan University looking for new software management software to implement?
 - a. The hardware, software and support services listed reflect the overall goals and needs of the University, and proposing vendors must be able to provide all items referenced for each category submitted in this RFP. However, the referenced items are not meant to be wholly complete. Additional equipment, software, services and information technology related services may be purchased from the awarded vendor(s) that are not specifically referenced in this RFP.
14. How many members are a part of Rowans University IRT IT support staff? Is Rowan university looking to expand its IRT teams to support its campus environments?
 - a. Rowan University's Division of IRT consists of approximately 200 staff members. This RFP is for the purpose of identifying vendor(s) to procure hardware, software, and support services.
15. What are Rowans University priorities when it comes to the RFP?

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- a. The objective of this Request for Proposal (RFP) is to identify a vendor or vendors to collaborate with throughout the duration of the award period and to establish baseline discounts for each category.
16. Can you define the purpose and intent of this RFP exercise?
 - a. The objective of this Request for Proposal (RFP) is to identify a vendor or vendors to collaborate with throughout the duration of the award period and to establish baseline discounts for each category.
17. The RFP states: Proposals must be received no later than the submission due date and time listed in the **Schedule of Events** below to bids@rowan.edu. However, there is also a requirement to submit through a link BID SUBMISSION PORTAL. Can you please clarify how you want solution providers to provide their response?
 - a. Please upload to through the Bid Submission Portal.
18. Does this RFP negate the need for referencing a contract vehicle?
 - a. Please see response to #76.
19. If a contract will be invoked for the items referenced on this RFP, can you call out the contracts you prefer for each category?
 - a. No contract will be invoked.
20. Will Rowan, once this contract is awarded, create internal resolutions for purchasing specific products and categories from specific contracts per solution provider (awarded vendor)?
 - a. n/a
21. What is the term of the award? Will this contract be reviewed annually and adjusted, or will it be in place as awarded for multiple years?
 - a. The anticipated contractual period will be from July 1, 2024, to June 30, 2029, with years two through five subject to budgetary approval on a yearly basis. Rowan reserves the right to alter this period upon review of all proposals.
 1. Year One (Fiscal Year 25): July 1, 2024 – June 30, 2025
 2. Year Two (Fiscal Year 26): July 1, 2025 – June 30, 2026
 3. Year Three (Fiscal Year 27): July 1, 2026 – June 30, 2027
 4. Year Four (Fiscal Year 28): July 1, 2027 – June 30, 2028
 5. Year Five (Fiscal Year 29): July 1, 2028 – June 30, 2029

Please see page 14 Section VI “Term of the Contract” of RFP 24-39
22. Does Rowan have a specific number of solution providers they will award in mind?
 - a. It is the intent of the University to award multiple vendors for each category of equipment and services where warranted. Each category may have a different awarded vendor or vendors. This award methodology is necessary to ensure product and service availability is sufficient for the University’s current and future needs.
23. Is the offered price a “not to exceed” price?
 - a. The submission page requests percent discounts off of list price.

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24. The RFP requests Fixed-Percentage Discount off List from Manufacturer to Vendor. This does not consider any promotions / bundles / special circumstances which change the vendor purchasing cost to Rowan's benefit. Would Rowan consider a "Cost Plus" model instead?
 - a. Vendors will list "Minimum Hardware Discounts" in addition to specific discounts for sub-categories on equipment. Minimum Discounts shall apply to any equipment purchased through a manufacturer that does not align with one of the specific sub-categories. Rowan reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan. On a per project basis, a "Cost Plus" model may be considered if it offered better pricing.
25. Are the hardware manufacturers invited to participate in this bid, or will Rowan choose solution providers within the channel?
 - a. If the manufacturers chose to bid, and are following state guidelines, they would be allowed to do so.
26. What will your process be for requesting specific configurations, bills of material or hardware and software parts?
 - a. Each project is individually assessed for hardware requirements and quotes for appropriate hardware are requested.
27. Will those requests be sent to all vendors who are awarded equally?
 - a. Rowan will engage vendors based on individual project requirements.
28. Does this RFP include warranties, renewals, and other terms of support?
 - a. Yes. The RFP covers the entire purchasing lifecycle, including warranties, renewals and support contracts.
29. Would those warranties, etc. potentially be annual and / or multi-year contracts?
 - a. Yes. Rowan will evaluate all options, including annual or multi-year contracts, and act in the best fiscally responsible way for the University.
30. Will the awarded vendors be asked to quote per project or individual requirement over the course of the contract?
 - a. Yes.
31. Is Rowan committed to continue with the manufacturers you have standardized on?
 - a. Each category has a basis of design. Vendors must be able to provide all items referenced for each category submitted in this RFP. Any proposed equal must be fully compatible and able to seamlessly integrate (at no additional cost) with all existing hardware, software, and support services.
32. Are you open to other vendor solutions or are you committed to Cisco/ Citrix / Aruba / HPE?
 - a. Each category has a basis of design. Vendors must be able to provide all items referenced for each category submitted in this RFP. Any proposed equal must be fully compatible and able to seamlessly integrate (at no additional cost) with all existing hardware, software, and support services.
33. Will you provide us with your current architecture and inventory prior to the response date?
 - a. The objective of this Request for Proposal (RFP) is to identify a vendor or vendors to collaborate with throughout the duration of the award period and to establish baseline discounts for each category.

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34. Will this contract be utilized for specific projects only or include ongoing purchases for hardware and software to maintain the environment as needed?
 - a. Both new projects and existing maintenance contracts.
35. Are you looking to replace your current infrastructure?
 - a. No.
36. Who is your current cloud provider? AWS, Azure, GCP or something else?
 - a. We have a presence in AWS and Azure as well as a large on premise private cloud.
37. How is your Data Lake hosted?
 - a. Most of our data is located on-premise.
38. What type of analytics are you looking for in regard to the Data Lake?
 - a. We do not have specific requirements at this time.
39. How do you currently engage PS? Fixed fee, T&M, Ad Hoc or any other structure?
 - a. These decisions are made on a per-project basis.
40. Are there any issues experienced with the existing wireless that we should keep in mind for designing the proposed solution?
 - a. No.
41. Is there any existing wiring in place that can be used for new AP's? If so can location information be provided and what type of cable exists?
 - a. Low voltage cabling is not part of this RFP.
42. Is structured cabling for Wireless AP's part of the scope of this RFP?
 - a. Low voltage cabling is not part of this RFP.
43. Are details on interior wall construction type and thickness available?
 - a. No.
44. Are there any outdoor areas that need to be covered? If so can details be provided?
 - a. Specific planning of WiFi coverage is outside the scope of this RFP.
45. Are AP's required to be WIFI 6E or WIFI 7 Certified?
 - a. The basis of design is Aruba. Specific AP models will be identified per individual project.
46. How many SSIDs are currently in production?
 - a. Two
47. What are the currently deployed SSIDs, their security types (Open, WPA2-PSK, WPA2-Enterprise (802.1x)) and authentication methods (MAC Auth Bypass/MAC RADIUS, Captive Portal, 802.1X, Open)?
 - a. SSID A- WPA2-Enterprise/802.X.
 - b. SSID B- Open/CaptivePortal with MAC Auth for guests, MAC Radius for devices, and CaptivePortal with 802.1X and Mac Auth for employee/student
48. Will switches need to be provide for AP connections and PoE?
 - a. Yes
49. How many Ethernet drops are run to each current AP mounting location and how many of these are currently connected to each AP?
 - a. Current standard is to run two CAT6A ethernet runs to each new AP installation. There are AP's that run on anything from single CAT5 to double CAT6A
50. Who is the incumbent switch manufacturer?

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- a. The basis of design is Cisco Systems
51. What power supplies (wattage) are currently deployed in your switches?
 - a. All switches are deployed with dual power supplies with the highest possible wattage available.
52. Do you have available ports on your switches to support the New AP's?
 - a. In some instances there are, in some cases a new switch needs to be installed.
53. What are your current link speeds between IDF switches and aggregation/core/spine?
 - a. The slowest link speeds are 10Gb
54. What type of fiber is installed (e.g. OM1, OM3, OS1, etc.)?
 - a. OS1 Single Mode
55. Do you have any existing NAC solution?
 - a. Yes. Aruba Clearpass
56. Per Article V Section A2, the RFP states that the University will provide an established set of products and services for each category - Where can we find this list of specific product configuration requirements? This is needed in order to build out relevant solutions.
 - a. There is no specific solution being requested. This RFP is looking for a minimum percent of list price for the listed categories.
57. Are you able to provide anticipated product quantities for the term of this RFP?
 - a. Rowan is looking for vendors to supply discounts on list pricing for each of the requested categories. Once the bid is awarded, we will work with the awarded vendor(s) to request pricing on a per project basis.
58. Are onsite visits with infrastructure leadership permitted?
 - a. There is no onsite visit scheduled for this bid.
59. Does the university plan on using a CAPEX or OPEX purchasing model?
 - a. Rowan used both depending on the project.
60. Will the university allow any type of data collection software to be run on the environment for the purpose of benchmarking the workload (ie - LiveOptics)?
 - a. No, we will not be allowing any data collection for this RFP.
61. Is ACH an acceptable form of payment for fees?
 - a. Yes
62. Due to the importance of this RFP, is Rowan willing to extend the submission an additional week (minimum) to ensure all vendors are able to submit strong, compliant responses?
 - a. This bid will not be extended. All submissions are due by 2 p.m. on 7/12/24.
63. Can you Rowan provide the expected category spend by OEM per solution category?
 - a. No, each spend is dependent on approved budget and project design/needs.
64. The RFP appears to be an a-la-carte/VAR approach. Would the university consider a turn-key/fully managed service that includes equipment selection, support, and maintenance that meets the technical specifications and features outlined in the RFP?
 - a. No, Rowan is looking for vendors to supply discounts on list pricing for each of the requested categories. Depending on project needs, professional services may be requested.
65. With regards to "On-Site Support Services," is Rowan University expecting such services to be provided only by the vendor responding to the RFP, or by the equipment manufacturer only? Or is it acceptable to propose an alternative which combines such services from both the vendor and the manufacturer?

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- a. Depending on the project needs, professional services or vendor support may be required on-site.
66. With regards to “Telephone Support Services,” is Rowan University expecting such services to be provided only by the vendor responding to the RFP, or by the equipment manufacturer only? Or is it acceptable to propose an alternative which combines such services from both the vendor and the manufacturer?
 - a. Depending on the project needs, professional services or vendor support may be required on-site
67. With regards to “Managed Services,” is Rowan University expecting such services to be provided only by the vendor responding to the RFP, or by the equipment manufacturer only? Or is it acceptable to propose an alternative which combines such services from both the vendor and the manufacturer?
 - a. Depending on the project needs, professional services or vendor support may be required on-site.
68. With regards to “Annual Support,” is Rowan University expecting such services to be provided only by the vendor responding to the RFP, or by the equipment manufacturer only? Or is it acceptable to propose an alternative which combines such services from both the vendor and the manufacturer?
 - a. Depending on the project needs, professional services or vendor support may be required on-site
69. Is Rowan University interested in an incident-based response approach for “On- Site Support Services,” and/or “Telephone Support Services,” and/or “Managed Services”?
 - a. No
70. Citrix as a company has been reorganized and changed the way they do business with their reseller partners, such as Core BTS, Inc. At this time resellers are not provided with any upfront discounts off MSRP but are only provided a range of possible rebate payments based on the work that is done regarding any particular client opportunity. How would Rowan University like us to present Citrix pricing information in our response in light of this change, since the RFP Pricing and Proposal RFP form is not formatted in a way that reflects these changes?
 - a. Citrix pricing should be provided based on what is available.
71. Can Partners and/or solution providers schedule a remote call to understand the items needed to be quoted (or walkthrough if needed)?
 - a. Rowan is not permitted to communicate directly with any bidder prior to award. All specifications are outlined in the bid documents.
72. Can a primary contact person be listed per each category or sub category if a call is allowed?
 - a. See response for #71.
73. If not, can a list of current hardware with specifications (cpu/ram/storage, etc) be listed so similar items can be quoted?
 - a. There is no specific solution being requested. Rowan is looking for vendors to supply minimum percent off list price for each of the requested categories.
74. If quantity is important, please include that. If not qty included, can it be assumed that you would multiply the qty 1 price by the number needed to determine project cost?
 - a. Rowan does not understand this question.
75. If looking for general Catalog pricing, not specific items, can a Cost plus/Markup pricing be listed. Something like listing the manufacturer category, as cost +x% markup for that category.
 - a. Vendors will list “Minimum Hardware Discounts” in addition to specific discounts for sub-categories on equipment. Minimum Discounts shall apply to any equipment purchased through a manufacturer that does not align with one of the specific sub-categories. Rowan reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan. On a per project basis, a “Cost Plus” model may be considered if it offered better pricing.
76. Were you looking for contracts (ex Naspo) to be applied to this, or is open contract acceptable?

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- a. An open contract is acceptable.
77. HPE is acquiring Juniper. As the HPE Aruba and Juniper Mist solutions are merged, they may be substantially different, may be under a different name, have their price points significantly adjusted, or no longer exist in a year or two. How would this affect those items quoted on the bid? (for current example, see VMware offerings and pricing pre and post Broadcom acquisition).
- a. Until the merger details are released, pricing should be provided as it is available today.
78. Does a response need to be for an entire category (Ex category 1, Cisco), or can it be for a section within that, (Ex Category 1 (Cisco), C (Security))? Ex, Could a non cisco Firewall be quoted, but nothing else from category 1?
- a. Vendors should submit a response that includes all items in a single category. Rowan will be procuring from each of the items in a given category over the course of the award period.
79. If all of the category needs to be quoted, can solution providers in the category be mixed (ex, Cisco for all of Category 1 except for section C).
- a. Yes, solutions can be mixed.

Specific to CATEGORY 1 – CISCO SYSTEMS: NETWORKING HARDWARE, TELECOMMUNICATIONS EQUIPMENT & PROFESSIONAL SERVICES

D. Collaboration

1. Contact Center

2. Unified Communications

- a. Deliver comprehensive global business calling from the cloud

80. How many users (phone with dial tone) within the University?
- a. Roughly 5000
81. What are the current types of platforms (i.e. UCaaS/SIP Trunks/PBX etc.)?
- a. The basis of design is Cisco Systems
82. Are the current Contact Center and Unified Communications platforms the same?
- a. Yes
83. Are there any current integrations within your Contact Center and Unified Communications platforms (i.e. CRM, ERP, Teams etc.)?
- a. No
84. Is there a desire to incorporate AI into the Contact Center?
- a. No
85. What video conferencing software is currently being used? Are there multiple across the University?
- a. Webex, Zoom, Teams
86. Do you have a detailed inventory of items that you would like for us to support?
- a. Rowan is not looking for the vendor to support hardware/software. We are requesting percent of list price for ongoing vendor support.
87. Regarding Tape Drives, do you expect our resources to handle tape changes in addition to providing general support?
- a. No.
88. What is the expected number of on-site support hours per week or month?
- a. There are no expected scheduled on site-hours.
89. Are we required to provide additional support for digital asset management, specifically in automating routine tasks to improve productivity, and reduce errors?

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a. No.

90. Would you require services for PIM (Product Information Management) and Master Data Management to centralize and harmonize product information and master data, ensuring consistency and accuracy across all systems and channels?

a. No.

91. Do you require Digital Asset Management (DAM) services to efficiently manage and distribute digital assets such as images, videos, and documents, to streamline workflows and enhance collaboration?

a. This is not required but if this information is available please provide.

92. Do you require software development services at the university for custom software solutions that align with Rowan's objectives around, enhancing operational agility and scalability?

a. No

93. Would you require Robotic Process Automation (RPA) services to automate routine tasks, thereby improving productivity, reducing errors, and freeing up resources for more strategic initiatives?

a. No

94. Which public or private cloud providers are currently utilized within Rowan's environment?

a. AWS, Azure