Submitted Questions and Answers for
RFP 21K-1007 Apple Computer Products and Accessories

Questions and Answers:

- **9/23/21 - Question:** Phone Call Summation – Offeror was concerned about the confidentiality and privacy of the customers that submit PPI responses. How easy is for this information to be accessed and availability to the general public.
  
  **9/23/21 Mohave Answer:** Survey responses are only accessed by the author and provided to the evaluation committee, then they are included in the response. The response is available through a request for review FOIA request.

- **9/23/21 - Question:** I spoke to our counsel, and she asked me to please ask you if we could print out the survey, distribute it to our reference customers, and then include their completed surveys in our RFP response. Her chief concerns as I understood them were 1) the online survey does not establish any assurance of confidentiality for respondents, and 2) we don't have a way to add a confidential label to the survey results that our reference customers submit online. I did explain to her that, barring a FOIA request, you and the evaluation committee would be the only ones with access to survey responses, but as you may have noticed in the headlines, Apple's very committed to preserving customer privacy, and her request is an extension of that commitment.
  
  **9/23/21 – Mohave Answer:** No, Mohave will not be able to allow that. The Confidential/Proprietary Submittal Form can be used to identify the responses and request they be identified as “Confidential”.

- **9/27/21 - Question:** Due to internal processes and restrictions, our firm will not be able to provide references in the manner it was requested in the RFP. Will Mohave accept reference that are not through the provided link?
  
  **9/27/21 – Mohave Answer:** Provide an explanation why your firm cannot provide references through the RFP’s reference link and provide the references that you can for evaluation by the committee.

- **9/27/21 – Question:** Hi - does the vendor have to offer Apple products in order to respond to this bid? Our company offers an iPad & MacBook protection plan that's more competitively priced and provides more coverage than AppleCare+ but not sure if we can bid our protection plan only without selling Apple devices.

- **9/28/21 – Mohave Answer:** Offerors do not have to offer all products and services to respond or be considered. In RFP 21K-1007, please review the Scope of Work description Page 6 and General term and Condition 11.7 Multiple Awards.

There will be no other answers provided to questions submitted past the RFP’s published Deadline for Questions: Thursday, September 30, 2021.

9/28/21:MN