



Submitted Questions and Answers for

RFP 25E-0626 - Computer Hardware, Peripherals, Software, A/V Equipment, Technology Accessories, and Services – Direct Online Order

NOTE: Questions below are taken verbatim from correspondences received by Mohave. There are no corrections to grammatical or spelling errors. However, personal names will be replaced by a personal pronoun, business names will be replaced by the term "firm," and any numerical values associated with a cost are replaced by "XX."

Questions and Answers:

- **June 16, 2025 Question:** Hi, could you extend the due date of the bid out further please? July 11th would be great.
- **June 16, 2025 Mohave Answer:** The due date of the solicitation will not be extended.
- **June 16, 2025 Question:** Can you please clarify the response you gave for the question above. Does a list price for every single line item for every proposed OEM need to be provided? What if we have 100,000+ items?
- **June 16, 2025 Mohave Answer:** When submitting your response, please use your best judgement. Refer to the Instructions to Offeror and Checklist beginning on Page 4 of the solicitation. Both formats have been done, again please use your best judgement.
- **June 19, 2025 Question:** Hello, if my company is only submitting for a single category (A/V Equipment) and not offering the other items listed in the RFP title, do we have a lower chance of being awarded? Is the desire for a one stop shop, or will all vendors and offering be looked at equally?
- **June 19, 2025 Mohave Answer:** Hello, All responses are considered and evaluated. Refer to page 10 of the solicitation, "Partial proposals: Mohave can consider partial proposals for award of a contract."
- **June 19, 2025 Question:** For the provided tab and sub-tab arrangement details provided starting on page 4, with this being a digital submittal, would you prefer there be a "section page" labeling each of those tabs and sub-tabs?
- **June 19, 2025 Mohave Answer:** How your firm demonstrates the tab/sub-tab organization of the response is up to your best judgement. "Section Pages" have been used in previous responses to past solicitations.
- **June 19, 2025 Question:** Can you tell me does our e-procurement site need to be up and running before our proposal is submitted or will we have more time to deploy it between the proposal and award date or contract start date?
- **June 19, 2025 Mohave Answer:** Please review the following in the solicitation – Tab 2a, Question 7, specifically question 7.f. and question 8. This situation has been considered with ways to demonstrate your firm's abilities.
- **June 19, 2025 Question:** Could you please confirm if a detailed explanation is required for 'not applicable' specifications, such as Specification 1.1.09 (refurbished/remanufactured equipment) when proposing a

software-only solution, given the instruction that "No Bid" items "shall be clearly explained" on the Scope of Work and Specifications Acceptance Form?

- **June 19, 2025 Mohave Answer:** Hello, Per the instructions of RFP 25E-0626, you would mark "No Bid" in the appropriate Exceptions/Deviations box. If you want to offer and explanation, this would be up to your best judgement. Exceptions/Deviations are required to be clearly explained.
- **June 19, 2025 Question:** Regarding the Warranty and Maintenance Service question on page 38 — can you please confirm whether this is specifically asking if we perform the warranty repair work ourselves at our facility, as opposed to assisting members through the manufacturer's warranty process? All products we sell are covered by the manufacturer's warranty, but we do not perform the warranty work directly. We do, however, provide technical assistance and installation support. Given this, should we still select "No" for that question?
- **June 19, 2025 Mohave Answer:** This section asks about warranty and maintenance, if these services are provided by your firm either directly or by assisting the customer gain the warranty service then that would need to be detailed. You would only complete the applicable questions that pertain to the type of customer service your firm provides. Technical Assistance and Installation Support are covered in Specification 1.1.11. and Specification 1.14.
- **June 19, 2025 Question:** If we are passing the OEM's warranty through to the customer, do we state that in the response or do we have to provide the warranty information for each proposed OEM?
- **June 19, 2025 Mohave Answer:** This section asks for how your firm provides customer support for warranty and maintenance service. The first question asks for you to describe the steps a member should take, describe how your firm provides this customer service. The section does not ask for warranties, but use your best judgement.
- **June 19, 2025 Question:** Can we add OEMs/Publishers after the contract is in force or is this our only chance to propose the OEMs/Publishers we want on the contract?
- **June 19, 2025 Mohave Answer:** Adding OEMs is possible under an awarded contract, the process and required information will be provided at time of request.
- **June 19, 2025 Question:** If we do not currently have an online ordering system, but intend to create one specifically for this contract, does this meet the requirement?
- **June 19, 2025 Mohave Answer:** Please review the following in the solicitation – Tab 2a, Question 7, specifically question 7.f. and question 8. This situation has been considered with ways to demonstrate your firm's abilities.
- **June 19, 2025 Question:** If we have a blanket letter of authorization from a distributor stating that we are an authorized reseller of all brands that they distribute will that be acceptable to me the requirement for authorization letters or do we need to provide LOAs directly from each OEM/Publisher?
- **June 19, 2025 Mohave Answer:** Refer to and review Tab 2b, Question 1d. Use your best judgement in responding to this question.

There were no other answers provided to questions submitted past the RFP's published Deadline for Questions: June 19, 2025.