

Public Questions & Answers

Event Information

Number: 25-06 Addendum 3
Title: Technology Solutions, Products and Services
Type: Request for Proposal - Region 4 ESC
Issue Date: 6/19/2025
Question Deadline: 7/11/2025 05:00 PM (CT)
Response Deadline: 8/7/2025 02:00 PM (CT)
Notes: Oral communications concerning this RFP shall not be binding and shall in no way excuse an Offeror of the obligations set forth in this proposal.

Only online proposals will be accepted. Proposals must be submitted via Region 4 ESC's online procurement system: region4esc.ionwave.net.

No manual, emailed, or faxed proposals will be accepted.

NON-MANDATORY PRE-PROPOSAL CONFERENCE

Meeting to be held on
Wednesday, July 9, 2025, at 10:00 am CST
via ZOOM at <https://esc4.zoom.us/j/98882807596?from=addon>

Offerors are strongly encouraged but not required to participate in a pre-proposal conference with the Procurement Contract Specialist.

Published Questions

Question: Section IV.5 of the RFP (Open Records Policy on page 6): If we are submitting proprietary or confidential information, the RFP requests that we “must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).” Given the nature and limitations of the specific response attributes, where and how should bidders provide this information? Can a new item be added to the “Response Attachments” tab so that we can upload a redacted copy of our responses, including the applicable exceptions to substantiate the redactions? Please advise.

Answer: All requested modifications/deviations are required to be included on the Deviations Form, and the upload requirement is item #2 on the Response Attachments tab.

Asked: 7/11/2025 04:58 PM (CT)

Question: Re: II Products and Services Since we are only going to respond to 3 of the 6 sections, for those questions that will not apply, do you just want us to leave blank or answer, "NA"?

Answer: NA

Asked: 7/11/2025 04:55 PM (CT)

Question: On addendum 2, line 45, it asks, "Indicate if Offeror is licensed to do business in all 50 states." Then it has two check boxes; yes & no, and I get all that, but then in parentheses it states: (Required: Check all that apply) but there aren't any states to check that apply. Do you want proposer just to list them instead?

Answer: Yes or No

Asked: 7/11/2025 04:53 PM (CT)

Question: Is there a minimum volume of sales we must commit to in using the OMNIA contract if we are awarded the RFP?

Answer: No

Asked: 7/11/2025 04:45 PM (CT)

Question: Our company responded to the OMNIA RFP recently issued by Region 14 ESC for "Software and SaaS Solutions." Would we potentially be eligible for award for both that RFP and this RFP because we qualify under the "Cloud Solutions" category?

Answer: Region 4 ESC and Region 14 ESC bids/RFPs are completely different and not associated with one another.

Asked: 7/11/2025 04:40 PM (CT)

Question: I noticed on Section V. Evaluation Process & Criteria that (e) and (g) were missing text-language; have those been omitted? Are proposers only going to be evaluated on: a, b, c, d, f, and h?

Answer: Asked and answered.

Asked: 7/11/2025 04:40 PM (CT)

Question: Our company is a niche company, with that, is size and scale a reason why Omnia utilized the 7 previous incumbents (CDW, Connection, HP, Iron Bow, ODP, Thundercat, and World Wide Technology) which are considered large-cap?

Answer: Awards are based on the needs of educational and governmental entities that utilize our contract and not based solely on size.

Asked: 7/11/2025 03:38 PM (CT)

Question: If we initially propose custom software solutions priced using a labor category rate card, can we add software products and integration/customization services at a later time?

Answer: Please refer to Appendix A: Contract, item 20, New Products/Services.

Asked: 7/11/2025 02:54 PM (CT)

Question: If we propose custom software solutions priced using a labor category rate card, can we add new labor categories as needed?

Answer: Please refer to Appendix A: Contract, 17, Price Adjustments and 20, New Products/Services.

Asked: 7/11/2025 02:50 PM (CT)

Question: Our company provides only services and no physical products. Many of the required questions appear to be specifically for product offerings, such as references to shipping charges, return fees, restocking fees, warranty options, etc. Please confirm that responding with “not applicable” is appropriate and does not impact our evaluation for award.

Answer: N/A is acceptable.

Asked: 7/11/2025 02:49 PM (CT)

Question: Section 25-06: What specific requirements/needs will the offerors' goods and services be rated against and how is this % calculated?

Answer: Please refer to the Evaluation and Criteria section for details.

Asked: 7/11/2025 02:47 PM (CT)

Question: Section 25-06: 1.d) the extent to which the goods and services meet Region 4's needs (30%). How will the 30% rating be determined.

Answer: Please refer to the Evaluation and Criteria section for details.

Asked: 7/11/2025 02:47 PM (CT)

Question: Section 25-06- there is a reference to 1.a) the purchase price (35%). How will the 35% rating be determined?

Answer: Please refer to the Evaluation and Criteria section for details.

Asked: 7/11/2025 02:46 PM (CT)

Question: For a custom software development company, is providing a labor category rate card sufficient pricing information for a successful evaluation?

Answer: The evaluation team may compare pricing information provided by each supplier. It is up to the supplier to determine what pricing information they will provide to their response.

Asked: 7/11/2025 02:45 PM (CT)

Question: Are there any constraints as to how we should provide pricing information other than they must remain firm for 1 year? Should we provide full 5 year pricing or only 1 year?

Answer: It is up to the supplier to determine what pricing information they will provide in their response.

Asked: 7/11/2025 02:45 PM (CT)

Question: what is the minimum attainment % per evaluation criteria to get an award?

Answer: 80%

Asked: 7/11/2025 02:45 PM (CT)

Question: For the Evaluation Criteria and percentages, how is each % evaluation score calculated?

Answer: Please refer to the Evaluation and Criteria section for details.

Asked: 7/11/2025 02:45 PM (CT)

Question: How many awards does the government anticipate awarding?

Answer: There is no specific anticipated number.

Asked: 7/11/2025 02:44 PM (CT)

Question: Can we bid in one of the 6 main categories, win an award, and expand into other categories during the life of the contract? For example start with system integration services and expand to product software sales.

Answer: Awards are based on the needs of the educational and governmental entities that utilize our contracts. Please refer to Appendix A: Contract, 20, New Products/Services.

Asked: 7/11/2025 02:44 PM (CT)

Question: If we are awarded the contract, can we add additional service offerings post award? (Appendix A #20 seems to indicate yes)

Answer: Please refer to Appendix A: Contract, item 20, New Products/Services.

Asked: 7/11/2025 02:44 PM (CT)

Question: In reviewing the Mesa, AZ OMNIA award from year's past, there are no manufacturers listed on the winner's proposed discount sheet. In your request for pricing, it states: "Offeror shall state the brand name and number of the materials being provided. If none is indicated, it is understood that the Offeror is proposing the exact brand name and number specified or mentioned in the solicitation. However, unless specifically stated otherwise, comparable substitutions will be permitted in cases where the material is equal to that specified, considering quality, workmanship, economy of operation and suitability for the purpose intended". Are you able to provide the current manufacturers you are doing business with as a base template?

Answer: No

Asked: 7/11/2025 02:43 PM (CT)

Question: Our company offers only custom software and consulting solutions tailored to the education market. As such, we have no fixed price. Is providing a description of sample solutions, client references, and a ceiling labor rate card that covers our range of services sufficient?

Answer: It is up to the supplier to determine what pricing information they will provide to their response.

Asked: 7/11/2025 02:43 PM (CT)

Question: How is the pricing portion of the decision-making determined? I.e. Is it going to be based on who submits the most manufactures at the overall best savings? Or will you select proposers who potentially only put in 3 manufacturers, but at the best price.

Answer: The evaluators look at a multitude of factors when determining recommendations for an award, including price for products/services offered.

Asked: 7/11/2025 02:43 PM (CT)

Question: What fields would you like to be included in our pricing format?

Answer: It is up to the supplier to determine what pricing information they will provide to their response.

Asked: 7/11/2025 02:43 PM (CT)

Question: Our company is a service-only company. What is the minimum breadth of service offerings that we have to offer to qualify for an award?

Answer: There isn't a minimum.

Asked: 7/11/2025 02:43 PM (CT)

Question: Can smaller education-specific, software solution companies win an award? What specifically would allow them to get an award?

Answer: It is possible for anyone to win an award.

Asked: 7/11/2025 02:42 PM (CT)

Question: will you allow an extension through August 21, 2025? Thank you

Answer: There are no plans to extend the due date.

Asked: 7/11/2025 02:14 PM (CT)

Question: Are there any terms or conditions, or portions of bid that Omnia considers non negotiable?

Answer: Please refer to page 21 of the RFP document, Deviation Form, if you wish to negotiate any terms or conditions provided in the contract.

Asked: 7/11/2025 02:12 PM (CT)

Question: Where should we upload our response to Section V of the RFP? Should it get uploaded into Products and Pricing?

Answer: If you are referring to Appendix A-Contract, there is nothing to be signed on this document.

Asked: 7/11/2025 02:11 PM (CT)

Question: My firm provides the large majority of the services requested. Will a firm be considered if they do not provide all of the products the RFP requests?

Answer: It is possible.

Asked: 7/11/2025 11:57 AM (CT)

Question: Exhibit A Response for National Cooperative Contract, Section 2.2 Pricing Commitment: Exhibit A Response for National Cooperative Contract, Section 2.2 Pricing Commitment states: Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement. Does this favored nation type requirement apply to only SLED Contracts held nationally, statewide, regionally, locally or SLED cooperative contracts or does it include Federal Contracts?

Answer: There is no mention of SLED. This area states only that the Supplier will match lower pricing to any Participating Public Agency under the Master Agreement.

Asked: 7/11/2025 09:05 AM (CT)

Question: Exhibit A Response for National Cooperative Contract, Section 1.2 Marketing, Sales and Administrative Support: Exhibit A Response for National Cooperative Contract, Section 1.2 Marketing, Sales and Administrative Support states: Suppliers are required to pay an administrative fee of three percent (3%) of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B). Some products and service cannot support a 3% admin fee. Can the contact administrative fee be negotiated, or can Suppliers supply different percentage fees in their response?

Answer: Please refer to page 21 of the RFP document, Deviation Form.

Asked: 7/11/2025 09:04 AM (CT)

Question: IV. Instructions to Offerors, Section 18 Samples: Notice to offer Page 8, Section 18 Samples states: Upon request, samples shall be furnished, free of cost, within seven (7) days after receiving notice of such request. By submitting the proposal Offeror certifies that all materials conform to all applicable requirements of this solicitation and of those required by law. Offeror agrees to bear the costs for laboratory testing, if results show the sample does not comply with solicitation requirements. Submissions may no longer be considered for failing to submit samples as requested. This requirement seems outside the norm for large IT contract. Manufacturers can and do offer proof of concepts (POC) but there wouldn't be an opportunity for all products proposed to be furnished or be free of cost samples. Can this requirement be removed?

Answer: Please refer to page 21 of the RFP document, Deviation Form.

Asked: 7/11/2025 09:04 AM (CT)

Question: IV. Instructions to Offerors, Section 4 Additional Agreements and IonWave Online Portal: Notice to offer Page 6, Section 4- Additional Agreements - states: Additional Agreements: If an Offeror requires additional agreements, i.e. master service agreement, end user licensing agreement, etc. a copy of the proposed agreement must be included with the proposal. Any additional agreements provided by the Offeror are complimentary to the terms and conditions stated herein or for the use of Participating Public Agencies and shall not replace Appendix A. Where in the IonWave online portal should Bidders upload any Additional Agreements?

Answer: Please refer to the Response Attachments tab that states: 12. Additional Agreements Offeror will require Participating Agencies to sign.

Asked: 7/11/2025 09:03 AM (CT)

Question: Appendix A – Draft Contract: Appendix A – Draft Contract: 14) Delivery; “Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery.” Standard delivery time for most OEM products is 30 days. Would Region 4 ESC consider changing the standard delivery time to 30 days?

Answer: Please refer to page 21 of the RFP document, Deviation Form.

Asked: 7/11/2025 09:03 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 87: In this question "AISD Purchasing Department" is referenced. Can Region 4/OMNIA please clarify what "AISD" stands for? Is this Austin Independent School District?

Answer: This will be addressed in an addendum.

Asked: 7/11/2025 09:03 AM (CT)

Question: IonWave Online Portal: Can Region 4/OMNIA please change the maximum character limit from 1,000 (in some response fields) to 4,000 (like in other response fields) and remove the "single line" limit as well since most bidders may need to provide the information in paragraph form?

Answer: Asked and Answered. We intentionally set a character limit to help ensure responses remain concise and directly address the question being asked.

Asked: 7/11/2025 09:02 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 25 Addenda Notifications: If a bidder uploads/submits a bid, and then a last-minute addendum is issued, will the bidder need to upload/resubmit its bid?

Answer: All addendums are required to be signed and acknowledged by the offeror.

Asked: 7/11/2025 09:01 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 25 Addenda Notifications: Is there a cut-off date for when Region 4/OMNIA will stop issuing addenda? This is being asked to ensure bidders who submit bids in advance of the due date are not penalized/disqualified for not acknowledging any last-minute addenda that has been posted after they submitted.

Answer: Addendums will be issued as required/needed.

Asked: 7/11/2025 09:01 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 47: Bid Attribute Item 47 states: For Non-Normal Working Hours, indicate if there is a minimum charge of hours and what the number of hours is. Can Region 4/OMNIA please define "Non-Normal Working Hours"?

Answer: Normal working hours are considered the times your business is open, example...8 am to 5 pm, Monday - Friday.

Asked: 7/11/2025 09:00 AM (CT)

Question: General Question: In 2023, Region 4 merged Managed Print Solutions contracts into the Technology Solutions contract. Are Managed Print Solutions included in this Technology Solutions, Products and Services RFP, specifically under Section II. Products and Services, C. Cloud Solutions and E. Managed and Support Services? If not, will there be a separate RFP specifically for Managed Print Services?

Answer: Please refer to page 4 of the RFP, Products and Services.

Asked: 7/11/2025 09:00 AM (CT)

Question: General Question: Is Managed Print Services included in Section II. Products and Services, E. Managed and Support Services? Would this be considered part of Managed IT Services?

Answer: Please refer to page 4 of the RFP, Products and Services.

Asked: 7/11/2025 09:00 AM (CT)

Question: 25-06_Technology Solutions, Products Services, II Products and Services: Under the previous OMNIA Partners and National IPA contracts, Print, Print Supplies, and Managed Print Services were included under Products and Services. Under the current solicitation, will these offerings be considered "peripherals/value-add" and eligible for vendor response? We have reviewed the list provided in Section II. Products and Services and still require clarity.

Answer: 25-06 has nothing to do with any current contract. Please find the list of products and services requested in this RFP on page 4, Products and Services.

Asked: 7/11/2025 08:58 AM (CT)

Question: In Ion Wave tab "Response Attachments, under #4 Products and Pricing, the Description states "Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier." Please confirm this is the attachment where the vendor is to provide a description of the products and services being offered.

Answer: Yes

Asked: 7/11/2025 08:58 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 70: This section requests a key contact for each of the Top 10 agencies. If a Vendor lists the Top Agencies generating the most revenue but is unable to provide a key contact since the agency would need to provide permission to disclose in the bid response and is not willing for their information to be included, can the request for key contact information be removed?

Answer: Region 4 ESC cannot tell any potential vendor how to respond to any questions asked. All fields with a red asterisk are required fields.

Asked: 7/11/2025 08:58 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 125: This section requests the annual sales for the three previous fiscal years, Company FEIN and Dun & Bradstreet Report. Can Region 4/Omnia please clarify if it would like the annual sales for the Region 4/Omnia contract specifically or the annual sales (net revenue) company-wide?

Answer: Company-wide.

Asked: 7/11/2025 08:57 AM (CT)

Question: In Ion Wave tab "Response Attachments, under #4 Products and Pricing, the Description states "Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier." Please clarify what is meant by "a balance of line."

Answer: This is the products or services you offer.

Asked: 7/11/2025 08:57 AM (CT)

Question: IonWave Online Portal, Bid Attributes, Item 128: Would you please explain what is meant by "Outlying Areas?" B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Answer: This could include Canada, Mexico, etc.

Asked: 7/11/2025 08:57 AM (CT)

Question: 25-06_Technology Solutions Products Services file, V. Evaluation Process and Criteria, 2.,d)2, second bullet: There is not a place in the IonWave online portal to upload a redlined Appendix B, Exhibit B, OMNIA Partners Administration Agreement. Can Region 4/Omnia please indicate where Bidders should upload their response to this document?

Answer: This will be address in an upcoming Addendum.

Asked: 7/11/2025 08:56 AM (CT)

Question: In the July 10 question/answer release, Region 4 shared that RFP 25-06: Technology Solutions, Products and Services is a rebid of the 2021 Technology Solutions, Products and Services (awardee include: CDW, Connection, HP, Iron Bow, ODP, Thundercat, and World Wide Technology). Is RFP 25-06 also a rebid of the NCPA Software and SaaS Solutions program (#39-20)?

Answer: All purchasing cooperatives are completely different entities. We have no association with NCPA.

Asked: 7/11/2025 08:56 AM (CT)

Question: 25-06_Technology Solutions Products Services file, V. Evaluation Process and Criteria, 2.,b)5: The following question is not captured in the IonWave online portal. Can Region 4/Omnia please indicate where Bidders should address this question? 5) Describe in detail what level of assistance will be provided to a Participating Agency to secure e-rate funding. Identify how much effort will be required in obtaining this funding. Specify the services available to the agency for project planning, specialized program assistance, and other services provided to the agency dealing with the e-rate program.

Answer: This will be addressed in an Addendum.

Asked: 7/11/2025 08:56 AM (CT)

Question: Must both parties (i.e. both Region 4 ESC and Offeror) agree upon redlines and deviations before a contract can be signed and go into effect?

Answer: Yes

Asked: 7/11/2025 07:59 AM (CT)

Question: Can you clarify the role of OMNIA Partners in the contract execution? Will the vendor be required to work directly with OMNIA Partners for the nationwide fulfillment of the contract, or will Region 4 ESC handle this coordination?

Answer: Region 4 ESC is the lead agency for the contract. OMNIA Partners is a management company that Region 4 ESC uses to manage the day-to-day aspects of each awarded contract in the Region 4 ESC portfolio.

Asked: 7/10/2025 07:39 PM (CT)

Question: Will you allow extension through August 21, 2025?

Answer: Not at this time as there are still 27 days until the due date.

Asked: 7/10/2025 04:03 PM (CT)

Question: Can you please expand the maximum character count for some of these questions? 1000 characters with spaces does not allow enough space to answer some of the questions being asked.

Answer: We intentionally set a character limit to help ensure responses remain concise and directly address the question being asked.

Asked: 7/10/2025 02:42 PM (CT)

Question: Will we be allowing AI notetakers in this meeting?

Answer: Yes

Asked: 7/10/2025 02:33 PM (CT)

Question: The topic categories are broad. What are ESC's specific needs? I saw one vendor mentioned they provide earbuds. In contrast, we are a staffing company that provides labor. Can ESC be more specific as to their needs within the categories displayed in the RFP?

Answer: This contract is intended to any educational or governmental entity and not just Region 4 ESC, therefore, there is no way to be specific with the categories.

Asked: 7/10/2025 02:32 PM (CT)

Question: There is not a place in the IonWave online portal to upload a redlined Appendix B, Exhibit B, OMNIA Partners Administration Agreement. Can Region 4/Omnia please indicate where Bidders should upload their response to this document?

Answer: Addendum will be issued to provide redlined upload availability.

Asked: 7/10/2025 02:30 PM (CT)

Question: Do vendors need to be licensed to do business in each individual county/school district?

Answer: The vendor is responsible for adhering to the licensing requirements of the jurisdiction where the Participating Member will require their services.

Asked: 7/10/2025 02:29 PM (CT)

Question: Can we please clarify if this contract can be used to sell to other states and districts beyond Texas?

Answer: Yes

Asked: 7/10/2025 02:29 PM (CT)

Question: Is this a rebid or a new service? If this is a rebid, what is the total spend to date on the current contract and who are the incumbent(s)?

Answer: This is a rebid due to the current contract is out of renewals. The incumbents are:

CDW

Connection

HP

Iron Bow

ODP

Thundercat

World Wide Technology

Asked: 7/10/2025 02:28 PM (CT)

Question: Is there a HUB requirement under this RFP?

Answer: No

Asked: 7/10/2025 02:23 PM (CT)

Question: Will services through the partnership with Omnia be used outside the state of Texas? Are a majority of service able to be performed remotely, or in-person? If services will be used outside the state of Texas, can you please provide additional states that will utilize services from vendors?

Answer: This is a national contract that is available for any agency in the United States.

Asked: 7/10/2025 02:17 PM (CT)

Question: The topic categories are broad. What are ESC's specific needs? I saw one vendor mentioned they provide earbuds. In contrast, we are a staffing company that provides labor. Can ESC be more specific as to their needs within the categories displayed in the RFP?

Answer: We intended for the products and services to be broad since this contract allows any educational and governmental agency to utilize the contract. It is unknown what the needs are for each educational and governmental agency.

Asked: 7/10/2025 02:15 PM (CT)

Question: Are companies that provide interpreting and translation services encouraged to submit a response? If so, what category would they use?

Answer: Please refer to page 4, Products and Services, for a list of categories within this RFP.

Asked: 7/10/2025 12:03 PM (CT)

Question: What resources can Region 4 ESC and OMNIA Partners can offer for bidders as reference to put together a projection for the "Guaranteed Contract Sales" in Exhibit A ?

Answer: Neither Region 4 ESC nor OMNIA Partners can help anyone with their response to a solicitation. It is up to each respondent to determine the answers provided.

Asked: 7/10/2025 11:24 AM (CT)

Question: Does a bidder/ offeror need to be registered as a business in Delaware to be awarded a contract ?

Answer: No

Asked: 7/10/2025 10:38 AM (CT)

Question: Is there an expected transition period or phased rollout plan post-award for activating managed/support services across agencies?

Answer: This will be discussed once the contract is awarded.

Asked: 7/10/2025 10:20 AM (CT)

Question: Are vendors expected to manage OEM warranty claims or only post-warranty break-fix support?

Answer: Both

Asked: 7/10/2025 10:20 AM (CT)

Question: Do Region 4 ESC or member agencies currently use a standard asset tracking system or CMDB?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:20 AM (CT)

Question: Should secure data wiping or certified destruction services be included in the scope?

Answer: Please refer to page 4, Products and Services, which lists the categories for this RFP.

Asked: 7/10/2025 10:20 AM (CT)

Question: Is there an existing knowledge base to build on, or are vendors expected to develop one from scratch?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:19 AM (CT)

Question: Is the expectation to provide Tier 1, Tier 2, and Tier 3 support levels as part of the support levels. If yes, kindly provide the role and responsibilities with handover procedure.

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:19 AM (CT)

Question: Kindly provide the expected SLA metrics (e.g., response time, resolution time, first-call resolution rate)?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:19 AM (CT)

Question: Please state the expected hours of operation for help desk support (e.g., 8x5, 24x7)? across each region (US, Canada and other regions)

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:19 AM (CT)

Question: What is the technology stack or infrastructure in scope?

Answer: Please refer to page 4, Products and Services, for a list of categories for this RFP.
. Cloud Solutions • Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)

Asked: 7/10/2025 10:18 AM (CT)

Question: What are the general expectations for "co-managed" IT services across Participating Agencies?

Answer: **"Co-managed IT services"** refers to a model where the IT responsibilities are **shared** between the vendor and the agency's internal IT team. It's a partnership rather than full outsourcing.

Asked: 7/10/2025 10:18 AM (CT)

Question: Is the current solicitation intended solely for vendor empanelment under the OMNIA cooperative contract, or will Participating Agencies issue secondary solicitations post-award for their specific needs? If the latter is expected, can you clarify whether price resubmission or negotiation would be permitted at that stage?

Answer: This is the only RFP/solicitation.

Asked: 7/10/2025 10:18 AM (CT)

Question: Are there any common cybersecurity KPIs that agencies using this contract generally expect vendors to track and report?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: Is the expectation to only conduct cybersecurity assessments, or may vendors also be asked to implement tools or conduct training/remediation?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: What cybersecurity frameworks or compliance standards are preferred (e.g., NIST, CMMC, FERPA, HIPAA)?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: Will vendors be expected to perform on-site assessments, or is remote consultation sufficient?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: Should vendors be prepared to support both consulting and procurement/installation of network equipment, depending on the Participating Agency's request?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: Will integration projects under this contract typically involve a mix of on-prem and cloud-based platforms?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/10/2025 10:17 AM (CT)

Question: May we have access to the recorded pre-proposal conference last 07/09/25 for review? Thank you.

Answer: Please email questions@esc4.net with the email address to which the MP4 file can be sent.

Asked: 7/10/2025 08:56 AM (CT)

Question: Are there any minimum participation or response requirements once we're approved as a vendor?

Answer: No

Asked: 7/9/2025 12:29 PM (CT)

Question: Does being an approved vendor obligate us to accept every opportunity that comes our way, or does it simply mean we're eligible to bid on or accept contracts that are a good fit for us? Like many vendors, would we still have the option to decline opportunities that don't align with our scope or capacity?

Answer: Please refer to page 2, Scope of Work.

Although the awarded Offeror(s) may restrict sales to certain public units (for example, state agencies or local government units), any proposal that prohibits sales from being made to public school districts or other cooperative members (sometimes referred to as "Participating Public Agencies") may not be considered.

Asked: 7/9/2025 12:27 PM (CT)

Question: Is the 3% monthly admin fee for the entire contract term?

Answer: Yes, please refer to OMNIA Partners Exhibit B, Administrative Fee, Reporting & Payment sections 11-14.

Asked: 7/9/2025 12:17 PM (CT)

Question: Is the OMNIA contract term the same length as the Region 4 term?

Answer: Region 4 ESC is the lead agency that utilizes OMNIA Partners as a management company.

Asked: 7/9/2025 12:16 PM (CT)

Question: Is there an annual vendor fee for Region 4?

Answer: The only fee is the administrative fee listed.

Asked: 7/9/2025 12:15 PM (CT)

Question: Page 21 #49 – what certifications are required? (including, without limitation, authorizations required by any governing entity(ies), including, but not limited to, the City of Houston, Harris County, the State of Texas)

Answer: Page 21 is the Deviation Form. Please clarify the document name and page number.

Asked: 7/9/2025 12:14 PM (CT)

Question: Do we need to redline in changes AND complete the deviation form? Or is it one or the other?

Answer: If you want something removed, please redline. If you are looking for a modification to language, please use the deviation form.

Asked: 7/9/2025 12:13 PM (CT)

Question: Are Refurbished Computers/Electronics considered for this Contract?

Answer: It is up to each respondent as to what they will include in their submission.

Asked: 7/9/2025 12:11 PM (CT)

Question: Can you provide a breakdown of historical spending by the major product/service categories (Hardware, Software, Cloud, Professional Services, etc.)?

Answer: This is a national cooperative contract and will be based on the individual Participating Agency's needs and requirements.

Asked: 7/9/2025 11:27 AM (CT)

Question: Are there any requirements for local presence or offices within Texas or the seven-county Region 4 area?

Answer: No

Asked: 7/9/2025 10:37 AM (CT)

Question: Are there any specific cybersecurity certifications or compliance requirements (e.g., FedRAMP, StateRAMP) that contractors must maintain?

Answer: None listed within the RFP.

Asked: 7/9/2025 10:36 AM (CT)

Question: What specific level of E-rate support and documentation is expected from contractors?

Answer: Please refer to page 11, Evaluation Process and Criteria, 2/B/5. We are asking each respondent for the level of assistance that will be provided to Participating Agencies. Describe in detail what level of assistance will be provided to a Participating Agency to secure e-rate funding. Identify how much effort will be required in obtaining this funding. Specify the services available to the agency for project planning, specialized program assistance, and other services provided to the agency dealing with the e-rate program.

Asked: 7/9/2025 10:36 AM (CT)

Question: Are bidders required to be authorized resellers/partners for all manufacturers they propose, or can they work through authorized distributors?

Answer: Work through authorized distributors is acceptable.

Asked: 7/9/2025 10:35 AM (CT)

Question: Can multiple contractors collaborate on a joint proposal, or must each contractor bid independently?

Answer: Joint proposals are not allowed.

Asked: 7/9/2025 10:34 AM (CT)

Question: The language in the RFP indicates that the bidder submits an “irrevocable offer” based upon the terms, conditions, scope of work, and specifications” contained in the RFP (section 19). Given this language: 1. Will OMNIA negotiate these terms based upon the deviations that we are allowed to submit as part of our response? 2. If agreement on the proposed deviations can’t be reached, is bidder allowed to withdraw the offer?

Answer: Any negotiations will be done prior to contract award.

Asked: 7/9/2025 09:53 AM (CT)

Question: Are distributors able to submit bids with NTE pricing, but use authorized resellers to utilize the contract?

Answer: Yes

Asked: 7/9/2025 08:22 AM (CT)

Question: Is there a requested format for the products and pricing? % off?

Answer: Each supplier is responsible for determining their own pricing and any applicable discounts. Region 4 ESC cannot direct suppliers on how to structure or respond with their pricing.

Asked: 7/9/2025 07:58 AM (CT)

Question: Are references required for this solicitation, particularly for new small businesses or first-time bidders? If so, could you please clarify the type and number of references needed, as well as any specific criteria (e.g., similar scope, contract size, duration)?

Answer: Please refer to the Attributes tab for References required.

Asked: 7/7/2025 08:56 PM (CT)

Question: Evaluation Process and Criteria, Section 1: Subsection e) is blank and g) only has an "f". Section 2 (a)1, the third bullet is blank. Please confirm these sections are supposed to be blank.

Answer: Yes, these are all blank/no information.

Asked: 7/7/2025 10:01 AM (CT)

Question: The RFP documents state that Region 4 ESC is not obliged to make an award or negotiate the Contract (e.g., Instruction to Offerors, Sec. 8) and that only terms accepted by Region 4 may apply to the contract (e.g., Region 4 T&Cs preamble). Bidder is also required to submit an irrevocable offer (e.g., Instruction to Offerors, Sec. 11) and bidder’s response is an offer to contract (e.g., Instruction to Offerors, Sec. 19). Because bidder may propose exceptions or deviations to the terms of the RFP (Instruction to Offerors, Sec.4), will bidder be permitted to revoke the offer and not enter into the contract in the event any of its proposals are not acceptable to Region 4 ESC? o [How does Region 4 ESC reconcile the irrevocable and binding nature of the bidder’s submission against the bidder’s opportunity to submit deviations?] o [What are bidder’s options to not enter into or terminate the contract in the event bidder’s deviations are not accepted by Region 4 ESC?]

Answer: All deviations will be reviewed before any contract award.

Asked: 7/3/2025 03:13 PM (CT)

Question: There isn't a file upload option in attributes to include any company or proposal response documentation.

Answer: The only uploads that are permitted are located on the Response Attachments tab. All items located on the Attributes tab are required to be completed with the answers and not with "See Response".

Asked: 7/2/2025 07:27 PM (CT)

Question: Exhibit B: Administrative Agreement, Example Administrative Fee, Reporting & Payment Section 12 & 13 Section 12 states Contract Sales Reports are due the 10th day of the following month. Section 13 states Administration Fee payments are due as stated on the due date stated in Section 12. Please confirm the Administrative Fee payment is due on the 10th.

Answer: Yes

Asked: 6/29/2025 07:13 PM (CT)

Question: Per the response in the Q&A, "Questions in Exhibit A are listed on the Attributes tab. There is no requirement to upload Exhibit A on the Response Attachments tab." However, response attachment number 9 has a red asterisk indicating a response to Exhibit A must be uploaded. Can the requirement for this be removed as it is not required?

Answer: Addendum issued.

Asked: 6/25/2025 03:35 PM (CT)

Question: Are school Content Management Systems (CMS) and Mass Communication services applicable to this RFP?

Answer: Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/25/2025 02:51 PM (CT)

Question: The questions in Exhibit A and attributes are the same. Do both need to be completed?

Answer: Questions in Exhibit A are listed on the Attributes tab. There is no requirement to upload Exhibit A on the Response Attachments tab.

Asked: 6/24/2025 11:02 AM (CT)

Question: We specializing in selling headphones, earbuds and some audio cables and components. Would those be pertinent to this bid?

Answer: Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/23/2025 05:32 PM (CT)

Question: Can you please provide us with the Meeting ID for the Preproposal conference? We want to ensure there are no issues with logging in via the provided link on the day of the conference.

Answer: Please refer to page 1 under VIRTUAL NON-MANDATORY PRE-PROPOSAL CONFERENCE for the information you are requesting.

Asked: 6/23/2025 01:56 PM (CT)

Question: For Exhibit G, we are required to submit the document but if we are not interested in doing business with New Jersey at the present time, can we submit a blank document or do we need to indicate that somewhere on the document itself?

Answer: You can write on Exhibit G that you do not intend to do business in New Jersey.

Asked: 6/23/2025 01:06 PM (CT)

Question: Question 80 requires us to advertise in trade publications. Are there certain publications that you recommend or is that up to our discretion? Is there a process on how to do this?

Answer: This will be discussed in detail after award of RFP.

Asked: 6/23/2025 01:05 PM (CT)

Question: Question 80 states the requirement to participate in the Omnia NIGP annual conference and that we are responsible for the cost of the booth. How much does this cost?

Answer: This will be discussed after award of RFP.

Asked: 6/23/2025 01:03 PM (CT)

Question: Question 80 states a commitment to attend national regional conferences and trade shows. How many of those are done per year and will we be responsible to pay any fees to participate?

Answer: This will be discussed after award of RFP.

Asked: 6/23/2025 01:02 PM (CT)

Question: The projected contract sales in question 73 are not marked as required. If we do not submit projected costs, does that harm our ability to be awarded? Also, because this a first time applying with a national coop, how do we know what amount to project per year?

Answer: No, it does not harm the ability to be awarded. It is up to each vendor to determine what amount to project per year, and Region 4 ESC cannot tell vendors what to answer for any questions.

Asked: 6/23/2025 01:00 PM (CT)

Question: Exhibit A appears to be redundant to the information supplied in the attributed section. Can you please provide more details on what criteria needs to be answered in Exhibit A that is not already being answered in the Attributes?

Answer: Questions in Exhibit A are listed on the Attributes tab. There is no requirement to upload Exhibit A on the Response Attachments tab.

Asked: 6/23/2025 11:57 AM (CT)

Question: Some of our items meet the specifications for this bid, could the rest of our items such as school furniture be sold under this contract?

Answer: No furniture may not be sold under this RFP. Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/23/2025 09:34 AM (CT)

Question: Do you have a specification list that you are looking for the desktops, laptops, tablets etc. to have?

Answer: Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/20/2025 03:13 PM (CT)

Question: We are an EdTech company. Does this RFP include educational software for Math, Reading, Science and Social Studies? Thanks.

Answer: Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/20/2025 08:47 AM (CT)

Question: Can you please give us an extension of 1-2 weeks to submit our proposal?

Answer: We are not offering any extensions at this time.

Asked: 6/20/2025 07:23 AM (CT)

Question: Work will be onsite or remote?

Answer: This contract is designed for any educational or governmental entity to utilize if they need the products and services. Therefore, any details regarding onsite/remote/budget/quantity needed is not available.

Asked: 6/20/2025 07:23 AM (CT)

Question: Are you open to a hybrid delivery model with a mix of offshore and onshore resources?

Answer: This contract is designed for any educational or governmental entity to utilize if they need the products and services. Therefore, any details regarding onsite/remote/budget/quantity needed is not available.

Asked: 6/20/2025 07:23 AM (CT)

Question: If this is a new Contract, What is the annual Budget for this?

Answer: This contract is designed for any educational or governmental entity to utilize if they need the products and services. Therefore, any details regarding onsite/remote/budget/quantity needed is not available.

Asked: 6/20/2025 07:22 AM (CT)

Question: What was the annual spend for the previous year on this Project?

Answer: This contract is designed for any educational or governmental entity to utilize if they need the products and services. Therefore, any details regarding onsite/remote/budget/quantity needed is not available.

Asked: 6/20/2025 07:22 AM (CT)

Question: Does this bid include digital textbooks?

Answer: Please refer to the Products and Services document on the Attachments tab for a list of products and services that are being asked for. If the product/service is not listed, it is up to each respondent to decide if those items are to be included as part of a value add, which can be found on the Attributes tab.

Asked: 6/19/2025 12:55 PM (CT)

Question: Exhibit A is missing from the attachments tab. Can you please add the document or make the requirement for upload optional?

Answer: Exhibit A has been added to Attachments tab.

Asked: 6/19/2025 11:15 AM (CT)

Question: Are references a requirement for this Bid, Are newly established companies allowed to submit a written statement justifying lack of references?

Answer: While references are part of the response that the evaluation committee reviews, it is up to the respondent to provide what they wish in lieu of actual references. Please be aware that the reference part of the response on the Attributes tab in Ion Wave are required fields, and the system will not let anyone submit their response without information in these fields.

Asked: 6/19/2025 09:45 AM (CT)

Question: Will this bid require technology accessories such as monitor arms (to support 1 thru 6 monitors and up to 44lbs), ancillary power (clamp-on, under-desk mounted, or integrated with the monitor arm), cable management systems (under-desk mounted, both with and without integrated power), and docking stations. Additional accessories also available, but this is our base line of most popular products. Thank you! Jenni Roberson 888-660-5020 x100/ jenni@clearspacedesign.com www.clearspacedesign.com

Answer: Please refer to 25-06 Products and Services on the Attachments tab.

Asked: 6/19/2025 09:38 AM (CT)

Question: What if we already submitted for this bid a few weeks ago on addendum 25-06 do we need to resubmit everything again?

Answer: This bid was just issued today and could not have been submitted a few weeks ago.

Asked: 6/19/2025 09:33 AM (CT)
