



**MILWAUKEE  
PUBLIC SCHOOLS**

September 17, 2021

**ADDENDUM 1 TO RFP 1060:**  
**Installation of Wireless Access Points (WAPs) and Switches**

**Respondent Questions and MPS Answers:**

1. Question: Does the 1 year guarantee require SLA level support for the guarantee duration? If so, what is the expected SLA for that additional term?  
Answer: The Service Provider will be required, in a timely fashion, to rectify any issues associated with their installation responsibilities required under RFP Section 2.0 for the period identified in RFP Section 2.5.
2. Question: Will a lift be required for any of the Wireless Access Points? i.e. Gyms and if so will a lift be provided by MPS?  
Answer: No lifts will be required. In limited situations like gyms and/or auditoriums, a taller ladder may be required.
3. Question: What are the hour's access that will be provided to the awarded vendor? For both the warehouse location of equipment and physical install locations?  
Answer: See RFP Section 2.1, par. 5 for Warehouse access hours. For each School/Non-Instructional Facility, hours vary but building access is generally available from 7:00 a.m. until 5:00 p.m. Monday through Friday. During the school year, many sites have extended hours. Summer hours may be shorter, generally 7:00 a.m. to 3:30 p.m. Specific site hours (including any extended hours) will be communicated as part of the kick-off meeting with the successful Service Provider.
4. Question: What latitude will MPS allow the awarded vendor to help layout the project timeline/plan?  
Answer: The project timeline/plan will be dependent on both a Funding Commitment Decision Letter and MPS's receipt of equipment. See RFP Section 2.4 for information regarding notification to proceed. MPS will schedule a kick-off meeting with the successful Service Provider during the 10-day period after notification to proceed and prior to commencement of installation which will include discussions of an installation schedule.
5. Question: Equipment – Checkout and return – Will the awarded vendor need to check equipment in every night during the install process? Does the awarded vendor hold onto the equipment over night? Is there a place the awarded vendor may store equipment at each installation site?

Answer: Equipment must be stored at all times in a secure location which will be designated at each MPS site. Equipment can be stored either at the designated location at the MPS Warehouse or in the designated space at the School/Non-Instructional Facility.

6. Question: Will the awarded vendor be responsible for returning the obsolete equipment? May MPS please describe the process the awarded vendor will take in handling obsolete equipment?

Answer: See RFP Section 2.1, par. 5. Obsolete equipment shall be returned to the MPS Warehouse in the designated area. A loading dock is available. The process for documenting the returned equipment will be communicated during the kick-off meeting with the successful Service Provider.

7. Question: In Section 2.4 – If Funding Commitment Decision Letter from the SLD is received for the hardware but the Funding Commitment Decision Letter from SLD has not been issued for services will MPS elect to wait and/or delay the project or exercise BEAR funding to move the project forward?

Answer: Per RFP Section 2.4, MPS will issue a notification to proceed which will be dependent on both a Funding Commitment Decision Letter and MPS's receipt of equipment. Therefore, the SPI requirement identified in RFP Section 3.1 will remain.

8. Question: In Section 2.5 Guarantee "The Service Provider shall guarantee all materials, equipment, etc., identified in this section for one (1) year from date of substantial completion of this work. This guarantee shall include all labor, material and travel time."

- a) Is the awarded vendor responsible for Hardware/Software malfunctions that will be staged prior to installation?

Answer: No

- b) Is MPS looking for day 2 support in this Request for Proposal?

Answer: The Service Provider will be required, in a timely fashion, to rectify any issues associated with their installation responsibilities required under RFP Section 2.0 for the period identified in RFP Section 2.5.

9. Question: Once obsolete equipment is taken out and new hardware is installed is the awarded vendor responsible for testing the new equipment? May MPS please describe the process for new equipment that does not power up as expected?

Answer: The Service Provider is not responsible for testing installed equipment. However, the Service Provider shall immediately notify the MPS Project Manager if equipment fails upon power up so that a remedy for equipment replacement can be determined. At the project kick-off meeting, MPS will provide instructions for installation documentation, post installation review, and acceptance of work performed.

10. Question: Will MPS wait for all of the project hardware to be delivered or will MPS wish to start this project incrementally as hardware arrives?

Answer: See RFP Section 2.4. MPS will issue a notification to proceed which will be dependent on both a Funding Commitment Decision Letter and MPS's receipt of equipment.

11. Question: For the pictures displayed in Attachment A - Are the examples the standard expectation for all Type A and Type B installations? Are there any exceptions and/or installations with added complexity?

Answer: The provided pictures are examples of typical installations. See RFP Section 2.2 Installation. There may be additional existing switch types (not pictured) that would need to be shifted within the CC in order to comply with the installation requirements.