Question 1: When will the contract commence?
Answer: July 1, 2025.

Question 2: Do we need to provide all of the parts of the product description? For example, the Processor, Ram, and Model Name or can we just provide the primary drive and storage part of the bids?
Answer: Yes, all parts/Fully functional server.

Question 3: Page 9, Section 4, a (and actually duplicated in “b”), iv, 1 – This states Standardized Servers shall include a minimum of 4 years of support. The IT Servers Pricing Sheet, Tab 2 lists support required for both the Low End and Moderate Performance servers to be 5 years. Please clarify minimum support length.
Answer: There was a mismatch in our support requirements. We need 24x7x365 for 5 years for the low and moderate performance server configurations.

Question 4: Page 9, Section 4, a (and actually duplicated in “b”), iv, 3 – This references “Support tiers with pricing for desktop and laptop support”. Do you mean for this to provide information on upgrade options for increasing the support level on the proposed servers?
Answer: Yes.

Question 5: Can you please clarify what you mean by remote location services support option? Do you mean if the server is installed somewhere off campus? If so, would this still be in the United States, or you are wanting options for international support on servers?
Answer: Within the United States.

Question 6: Tab 2 (Definitions and Target Specs), both Low End and Moderate Performance Servers, Processors – You list the number of cores and clock speeds, but do not specify a specific processor generation. Please specify if you are looking for the current generation of processors (for example require minimum Intel Xeon 6th generation 65xx or EPYC 7003 Series 73x3 processors), or if the university is willing to go back 1 generation.
Answer: Current Generation Processors required.

Question 7: Tab 2 (Definitions and Target Specs), Low End Servers, Primary Drive – You list a requirement minimum of 512 GB usable. Industry standard SSD drives in that size range come in either 480 GB or 980 GB. Please clarify which size is the minimum. Also, would you accept/prefer a BOSS card for the boot drives or standard SSD/NVMe drives?
Answer: Minimum of 480 GB, given the size range. SSD/NVMe/SATA M.2 SSD is sufficient assuming RAID 1 (mirror) is supported for the boot drive. USB or SD drives are not acceptable. A BOSS card is acceptable, if it is functionally equivalent to the above criteria.

Question 8: Tab 2 (Definitions and Target Specs), Moderate Performance Servers, Primary Drive – You list a requirement minimum of 1 TB usable. Industry standard SSD drives in that size range come in either 980 GB or 1.92 TB. Please clarify which size is the minimum. Also, would you accept/prefer a BOSS card for the boot drives or standard SSD/NVMe drives?
Answer: Minimum of 1.92 TB, given available ranges. SSD/NVMe/SATA M.2 SSD is sufficient assuming RAID 1 (mirror) is supported for the boot drive. USB or SD drives are not acceptable. A BOSS card is acceptable, if it is functionally equivalent to the above criteria.
Question 9: On the Excel sheet, the warranty and support is listed at 8X5XNBD for parts for 5 years. However, in the PDF, the requested warranty is listed at 4 years and 24x7x365 hardware support. Can you please confirm the correct desired warranty level and duration?
Answer: This appears to be an error. We need 24x7x365 for 5 years for servers.

Question 10: What is the base server configuration and parts needed as available parts in order to customize or is MSU looking for a list of server models available to customize with a minimum discount off list price?
Answer: A list of server models available to customize with a minimum discount off list price is preferred.

Question 11: Would MSU consider 9x5 next business day instead of the requested 8x5 on parts delivery?
Answer: There was a mismatch in our support requirements. We need 24x7x365 for 5 years for the low and moderate performance server configurations.

Question 12: History shows that servers are typically kept in production for 5 years minimum. It would be more price conscious to purchase 5 years up front rather than get additional warranty in year 4 going into year 5. Would Michigan State be open to seeing pricing with a 5-year included warranty?
Answer: There was a mismatch in our support requirements. We need 24x7x365 for 5 years for the low and moderate performance server configurations.

Question 13: MSU requests awarding of the RFP for an initial 3 years with a possibility of 2 subsequent 1-year renewals. Is MSU asking for pricing to be held for these 5 years? Or are they agreeing to the same discount of list committed to for the 5 years? For example, if vendor costs go up, and prices go up, but still meet the same discount off list (or better), is this acceptable?
Answer: We are seeking to agree to discount off list as well as increase discounts on optional years based on volumes, if appropriate.

Question 14: Can you provide specific examples of "Customized Servers" builds?
Answer: We anticipate working within a range of customizable systems. A list of server models available to customize with a minimum discount off list price is preferred.

Question 15: Would you like multiple brands of servers to be represented in our RFP response?
Answer: Yes, understanding that we are seeking to standardize for operational efficiencies and expect to proceed with one brand.

Question 16: Is there an opportunity to get a 90-day lead time for delivery? Would this be acceptable if there was an additional discount?
Answer: Yes.