

Questions and Answers

IFB # 6100056936 Microfilm Equipment, Supplies and Services

No.	Questions	Answers
1.	Regarding Section H, what is considered "commercially available software"?	The commercially available software can be considered as software that's designed and developed for licensing or serves as a commercial purpose. The Microsoft products such as the Windows Operating System and MS Office are some of the most well-known examples of commercial software
2.	If a piece of equipment we include in our response requires software to run, does the software manufacturer (or equipment manufacturer if they provide the software) need to have an agreement in place with the Commonwealth before we can submit our response?	No, the software manufacturer (or equipment manufacturer if they provide the software) does not require an agreement in place with the Commonwealth before a response is to be submitted.
3.	If we include scanning software in our response that is not directly related to a specific manufacturer's piece of hardware, but works with it, does the software manufacturer need to have an agreement in place with the Commonwealth?	No

4.	<p>Under "Delivery of Equipment", it is difficult to commit to the 10-day delivery time particularly with today's supply chain issues. Even under normal supply chain circumstances, we typically cannot control the lead times of our manufacturers. If they have supply chain or manufacturing issues, we would be penalized when they exceed the 10-day requirement. Does the clause "This SLA may be waived by the ordering agency if an agreed upon date is established as part of the purchase order. If the agreed upon date is missed, a service credit request will be issued" give us the latitude to provide a delivery time with each quote based upon the manufacturers prevailing lead time when the order is placed?</p>	<p>The SLA delivery of equipment response times can be discussed with the specific agency.</p>
5.	<p>Under "Fix-Time", 12 business hours may be difficult to achieve if the equipment is a significant distance from the service provider. Can this be increased to 24 or 36 hours but with best efforts still in place to achieve 12 hours?</p>	<p>No. The 12 business hours under "Fix Time" shall remain as is.</p>