

Vendor Questions

Document	Document Page Number	Vendor Question(s)	Districts Response
Main RFP Document	25	1. What AV product inventory is covered under MS agreement?	See Attachment F - Current Interactive Classroom Equipment
		2. How many rooms and spaces are supported under this MS agreement?	Oldham County Schools has roughly 850 - 950 spaces that would be included under this agreement.
		3. What's the standard set up for presentation office, conference room, media classroom, and the standard classroom technology? Auditorium or event spaces?	See Attachment F - Current Interactive Classroom Equipment
		4. Can Oldham Co. provide a ticket count for incidents and request for equipment that's covered under MS agreement?	Ticket count for incidents under Tier I service average to roughly 200 incidents per year. We currently do not have comprehensive statistics for incidents under Tier II service. Out of the two buildings that we have statistics for, we have recorded 12 Incidents since August 1st, 2019
		5. Can we get an inventory list of A/V equipment that is being supported?	See Attachment F - Current Interactive Classroom Equipment
		6. What types of displays, projectors, displays, interactive devices, doc cameras, etc.?	See Attachment F - Current Interactive Classroom Equipment
		7. Will building A/V systems be a part of the solution? Such as but not limited to: intercom systems, door entry systems, paging, mass notification, CCTV, ETC.	No, building A/V systems, such as intercoms, door entry, paging, notification, CCTV is not within the scope of this RFP.

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Main RFP Document	25-26	1. What type of remote support software, to aid in issue resolution, is being used today?	The current remote support software would have to follow the Commonwealth Office of Technology and Kentucky Department of Education Technology Standards, which is KDE's VPN solution along with Windows Remote Assistance. The Oldham County preferred method would be Remote Assistance's Easy Connect. However, other remote support software that follows COT and KDE's standards is open for negotiation where it make sense within the support offering.
		a. Do you currently have any management software for any of you're a/V Equipment? Such as but not limited to: AV Framework, GDE, Projector-Professional Tool, ETC.	There is currently no management software for AV equipment in use today.
		2. Do Oldham Co. envision different SLA's for tier 1 and tier 2 support?	During the creation of the RFP, Oldham County did not envision different SLA's for the Tiers of support, however we are open to the idea if it makes sense within the support offering.
Main RFP Document		The wording in this section is uncommon, can you explain the intent behind the wording?	The best example of the intent behind this would be from a snip-it from a KDE RFP: "KDE should incorporate biometric logon capabilities such as facial ID, fingerprint scanners, etc. Devices should incorporate FID02 (or latest version) authentication capabilities in order to increase security, ease access by younger or less capable technology users, and facilitate efforts to migrate to a "password-less" environment." This is not within the scope of the RFP, however it may be within the best interest of the District to pursue "FID02 (or latest version) authentication capabilities". If there is an issue the Vendor can submit a deviation or question asking if the District would be open to different wording.