

## Staff Computers RFP Questions & Answers

1. Do you have an operating system preference of Windows 10 Pro vs. Windows 11 Pro? – *Either Windows 10 Professional or Windows 11 Professional is acceptable*
2. When you mention a USB mouse and keyboard, I assume you mean with a USB wireless adapter, not a physically wired mouse/keyboard?– *Either wired or wireless mouse/keyboard is acceptable.*
3. Can you please outline the specific on-site warranty for this bid? Would this cover the laptops only? Is it a trouble-shooting maintenance plan if something on the laptop breaks? - *It should cover computers from normal wear-and-tear or accidental damage and includes phone support along with full coverage on labor and parts for three years of next business day service.*
4. Do you require software to be installed/pre-loaded on the system? And if so, what type? Would this also be covered under the warranty? - *Windows 10 Professional or Windows 11 Professional is all that is required.*
5. Do you require an on-site IT person to be available the next day to troubleshoot the system software? Or is a one-for-one hardware replacement sufficient sent ASAP? - *On-site troubleshooting is not required if computer replacement is available.*
6. Can multiple bids be submitted for different models that meet or exceed the minimum specifications in the RFP for Laptop Computers? - *Yes, multiple bids can be submitted*