



UNIVERSITY OF CENTRAL FLORIDA

**Procurement Services**

3544 Perseus Loop  
Orlando, FL 32826-3249

## ADDENDUM

### IMPORTANT DOCUMENT – INVITATION TO BID ADDENDUM

ITN NUMBER: 2025-05MCSA

OPENING DATE & TIME: FEBRUARY 9, 2026 at 3:00PM

ITN TITLE: PROCUREMENT OF COMPUTER HARDWARE AND ACCESSORIES FOR UCF STAFF & FACULTY

ADDENDUM NUMBER: 1

ADDENDUM DATE: 1/26/26

The purpose of this addendum is to:

- **Extend the due date for proposal submissions to February 9, 2026 at 3:00PM**
- **Answer questions submitted by suppliers during the open Q/A period.**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR PROPOSAL. FAILURE TO SIGN AND RETURN WITH YOUR PROPOSAL COULD RESULT IN REJECTION OF YOUR PROPOSAL.

\_\_\_\_\_  
PROPOERS'S SIGNATURE

\_\_\_\_\_  
PRINT OR TYPE PROPOSER'S NAME

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
EMAIL ADDRESS

1. Supplier Question: **Contract Structure:**

Will this ITN result in a single-award contract, or does UCF anticipate issuing multiple awards to create a competitive supplier pool?

UCF Answer: **UCF intends to award a contract or contracts resulting from this solicitation to the responsible Respondent(s) whose offer(s) represent the best interest of UCF, after evaluation in accordance with the criteria in this solicitation, which may include single or multiple award(s).**

2. Supplier Question: **Lifecycle & ITAD Requirements:**

Does UCF expect the awarded supplier(s) to provide IT asset disposition (ITAD) or device buyback services as part of the hardware lifecycle?

UCF Answer: **Yes**

3. Supplier Question: **Model Stability Expectations:**

To ensure compliance with UCF's 15–18 month model availability requirement, can the University open to receiving OEM continuity statements or preferred model roadmaps as part of the response?

UCF Answer: **Yes**

4. Supplier Question: Could you help me understand the statement below? Are you only accepting Dell, HP, Lenovo and Microsoft branded devices?

***“Contractor must list all manufacturers they are authorized to supply and describe the relationships with each. Manufacturers must be in the January 1, 2025 upper right hand Gartner Magic Quadrant for Global Enterprise Desktops and Notebooks and include Dell, HP, Lenovo, and Microsoft”.***

UCF Answer: Currently, UCF uses Dell primarily, but there are other brands in our ecosystem. Please make recommendations based on the performance and reliability requirements. **If brands other than those listed are recommended, please also provide an option for Dell or one or more of the brands listed.**

5. Supplier Question: Since you're weighing TCO heavily at 40%...MacBooks could save UCF ~800K if just 10% of these devices were Mac vs Windows, are you guys open to testing out some Apple units for even a portion of these - to offer up the choice to your people?

UCF Answer: **No**

6. Supplier Question: Does UCF accept proposals utilizing OMNIA Partners/NCPA cooperative contracts as the primary procurement vehicle? Or does UCF require a traditional competitive award?

UCF Answer: **Proposal pricing can be based on existing cooperative contracts but your submittal must meet the requirements listed in the ITN, including submittal requirements through the Bonfire portal, the proposal organization sections (3.2), and required signature acknowledgements throughout including cover page, addenda, and appendices.**

7. Supplier Question: If a traditional Competitive award is requested by UCF should I utilize our USAC FRN and E-rate SPIN Credentials in our proposal. To process BEAR Invoicing directly with UCF or SPI to partially invoice UCF and reimbursement from USAC. Or does UCF seek a direct purchasing agreement with OEM authorized reseller utilizing OEM partnerships and Authorized distribution Channels ?

UCF Answer: **Direct purchasing agreement w/ OEM authorized reseller**

8. Supplier Question: The ITN states UCF "anticipates making one or more awards to Suppliers." Please clarify: a) Will multiple suppliers be awarded for different device categories (e.g., one for Dell, one for Lenovo)? b) Will multiple suppliers compete for the same orders under a master agreement? c) Is there a primary/secondary supplier structure anticipated?

UCF Answer: **The intent is to issue one award. However, UCF reserves the right to make multiple awards if its in the best interest of the university, in accordance with the criteria in the solicitation.**

9. Supplier Question: The ITN seeks "financially stable Suppliers." What specific financial documentation is required to demonstrate financial stability? Are any of the following acceptable:
- a) Bank reference letter confirming credit capacity
  - b) Dunn & Bradstreet report
  - c) CPA-prepared (non-audited) financial statements
  - d) Audited financial statements (if required, for what period?)
  - e) Bonding capacity letter

UCF Answer: **Yes.**

10. Supplier Question: The ITN references "associated managed services (including imaging, tagging, distribution, and shipping)." Please clarify:
- a) Is UCF seeking the supplier to perform imaging in-house, or does coordination with OEM factory imaging services (Dell ImageAssist, HP Image Assistant, Lenovo Custom Imaging) satisfy this requirement?

UCF Answer: **Yes**

- b) For deployment services, does UCF require supplier-employed technicians, or does coordination with OEM deployment services (Dell ProDeploy, HP Deployment Services) satisfy this requirement?

UCF Answer: **No --**

- c) Does UCF have existing ITAD (IT Asset Disposition) contracts, or should suppliers propose end-of-life services?

UCF Answer: **Yes**

11. Supplier Question: Regarding the requirement to "configure with UCF's Intune environment including multiple domains," please provide:
- a) The number of Azure AD tenants/domains requiring device enrollment
  - b) Whether hybrid Azure AD join is required for any devices
  - c) Any specific Autopilot profile requirements
  - d) Whether co-management with SCCM is required for any device populations

UCF Answer: **Only one Azure/Entra for Intune, but need to be able to support standard image for systems that are designated to not be on Intune. Hybrid join is not needed. Can work with image base or Autopilot pre-config for Intune systems. No co-management required.**

12. Supplier Question: Is Florida Secretary of State registration required at the time of proposal submission, or may registration be completed upon notification of intent to award?

UCF Answer: Registration may be completed upon notification of intent to award. Per section 2.15, "State Licensing Requirements", The Respondent is to provide proof of such to UCF as a condition of award of a contract.

13. Supplier Question: The primary question pertains to the solutions requested: The ITN doesn't specifically reference support preferences from the manufacturer. However, there is language in section 1.1 "typically reflected by longer warranties and better durability programs, including consistent components", as well as in 3.2 (A3) " The service model in which customers pay to have their Hardware configured and supported throughout the life cycle". It is unclear if these refer to the manufacturer's warranty, and if so, the time period requested. Can you confirm if any additional support should be provided to the providers that prefer to show Dell solutions to UCF in their bids?

UCF Answer: **We are not interested in an additional warranty. However, we are interested in the manufacturer's warranty only currently. – One year**

14. Supplier Question: For the lightweight options that say: "Lightweight design with flexible carrying options", what is meant by flexible carrying options? A bag?

UCF Answer: **The device itself should be easy to carry around the office or campus**

15. Supplier Question: I am writing to you regarding BIT ITN-14557 to inquire if you have any specific brand preferences for the requested equipment.

UCF Answer:

Currently, UCF uses Dell primarily, but there are other brands in our ecosystem. Please make recommendations based on the performance and reliability requirements. **If brands other than those listed are recommended, please also provide an option for one or more of the brands listed.**

16. Supplier Question: At this stage, and in accordance with **Section 2.3 – Respondent Communications and/or Inquiries**, Nue Marketplace respectfully requests clarification on the following items to ensure a fully compliant response:
- a). Confirmation that participation as an **authorized reseller** (rather than manufacturer-direct) is acceptable under this ITN, consistent with the enterprise sales channel requirement.  
Yes, this is acceptable.
  - b). Any specific **manufacturer authorization documentation** that must be included with the proposal submission. Yes.
  - c). Whether UCF anticipates **multiple contract awards** under this ITN or intends to limit awards to a single supplier. – Please see the answer to #1.

d).Expectations regarding imaging, asset tagging, and logistics services—specifically, whether these services must be performed directly by the respondent or may be fulfilled through authorized distribution partners. The respondent will be responsible for these services, whether the respondent performs them directly or through a partner.

UCF Answer: **See above**

17. Supplier Question: Ability to configure with UCF's Intune environment including multiple domains - Is the expectation here just Intune Enrollment of new devices?

**UCF Answer: Yes, enroll into Intune over a phased period. --**

18. Supplier Question: Providing installation and initial setup services as well as refresh/retirement services - Is the expectation here pre-provisioning via Autopilot?

**UCF Answer: Yes, pre-provisioning with Autopilot would work, as would applying approved secure baseline image.**

19. Supplier Question: With Multiple Profiles - How many profiles / group tags are there?

**UCF Answer: Vendor should be able to support multiple group tags when adding devices into Intune.**

20. Supplier Question: What type of imaging is required (standard/golden image, custom configuration)?

**UCF Answer: If image is used it should be approved by UCF. This could be considered a golden image. Though it should be updated and maintained for patches (OS and applications)**

21. Supplier Question: To have their Hardware configured and supported throughout the life cycle - Is the expectation here managed inventory pool with in-warranty vendor management?

**UCF Answer: Yes**

22. Supplier Question: Retrieval of devices - how many scenarios will there be? (retrieval only for ITAD / retrieval for triage and seed stock / retrieval for in or out of warranty repair)

**UCF Answer: We will handle in house but open to pricing for these services**

23. Supplier Question: Any additional configuration (BIOS Settings)?

**UCF Answer: Yes, you will coordinate with UCF staff**

24. Supplier Question: SLAs for Managed Support?

**UCF Answer: We will handle in-house**

25. Supplier Question: Estimated number of devices to be recycled?

**UCF Answer: 2,245 per year**

26. Supplier Question: Does UCF need Certificate of Destruction?

**UCF Answer: Yes**

27. Supplier Question: Can you please confirm whether UCF requires lease payments to be billed on an annual basis?

**UCF Answer: They may be billed on an annual basis or quarterly. The respondent may propose the billing cadence.**

28. Supplier Question: What warranty terms are being evaluated? Years? Level of coverage?

UCF Answer: **No extended warranty except manufacturer only**

29. Supplier Question: What is your standard refresh cycle for PCs?

UCF Answer: **5 years**

30. Supplier Question: Are you looking at AIO desktops? What form factor and monitor size for desktops if not AIO?

UCF Answer: **We will entertain these options. Make recommendations regarding form factor and monitor size if not AIO.**

31. Supplier Question: A lot of models of newer laptops are thinner and lighter with better battery life and there is a decrease of HDMI ports, etc.. For the HDMI requirement, would a USB-C adapter be acceptable if you gain battery life and a thinner/lighter device?

UCF Answer: **Yes**

32. Supplier Question: Is 13.6" close enough to spec?

UCF Answer: **Yes**

33. Supplier Question: In section 1.1 The second bullet point states" Professional build quality. Material quality that accommodates a Higher Education life cycle and does not show excessive wear; typically reflected by longer warranties and better durability programs, including consistent components. While section 4 lists the specs there is no mention of what longer warranties are needed.

**Question : Can you please elaborate on the warranties required?**

UCF Answer: **No extended warranty needed, we just want to focus on durability**

34. Supplier Question: In Section 4.0 OTHER REQUIREMENTS

3. Delivery and Installation of Ensuring timely delivery of hardware to the institution's designated locations

Question- Can you please define "timely delivery"?

**UCF Answer: We are targeting within 1 week for delivery from an order being placed.**

35. Supplier Question: In section 4.0 the third point refers to delivery and installation.

Providing installation and initial setup services, including asset tagging

Question: Can you please provide us with more information regarding the requirements of installation?

**UCF Answer: Yes, we want initial setup, we want asset tagging, we want integration with our purchasing systems on this end and tracking.**

36. Supplier Question: **SECTION A: SCOPE OF SERVICES CLARIFICATION**

Question A1: Detailed Service Requirements

Section 4.0 (Scope of Work) Item 3 references "installation and initial setup services, including asset tagging." Can UCF provide a detailed breakdown of ALL services expected under this contract?

Specifically:

a). Is hardware imaging/configuration required, or will devices be drop-shipped in a "ready-to-use" state?

UCF Answer: **Drop shipped ready to use state**

b). Is physical installation at individual workstations required, or only delivery to a central receiving location?

**UCF Answer: Central location**

c). Is on-site technical support expected beyond delivery?

**UCF Answer: No, this will be handled internally**

37. Supplier Question: **SECTION B: DELIVERY & LOGISTICS**

Question B1: Shipping Locations and Receiving Procedures

a). Will orders be consolidated for delivery to one central receiving location, or will vendors need to deliver to multiple campus locations?

**UCF Answer: Both**

b). If there are multiple locations, how many shipping addresses should vendors plan for?

**UCF Answer: Up to 20**

c). Can UCF provide the specific addresses and any special receiving requirements (hours, loading dock specifications, security protocols)?

**UCF Answer: There will be mainly one location for delivery with the exception of drop ship to the customers address” and provide any special receiving requirements, (hours, dock specs, security protocols, etc) for the main location?**

38. Supplier Question B2: Delivery Service Level Agreements

What are UCF's required delivery timeframes for:

a). Standard bulk orders (e.g., 500+ units)?

**UCF Answer: Within 4-6 weeks**

b). Small ad-hoc orders (e.g., 1-50 units)?

**UCF Answer: Within 2-3 weeks**

c). Emergency/rush orders?

**UCF Answer: Within 1 week**

d). What constitutes acceptable on-time delivery performance (e.g., 95% within X business days)?

**UCF Answer: 90% within the timelines dictated**

39. Supplier Question B3: Order Patterns and Forecasting

Beyond the estimated annual volume of 7,500-10,000 units, can UCF provide:

a). Historical ordering patterns from the past 2-3 years?

**UCF Answer: -- Ordering patterns are not clear here at UCF since ordering is somewhat decentralized**

b). Typical bulk order sizes and frequency (monthly, quarterly, semi-annual)?

**UCF Answer: -- Quarterly and around 250-500 units**

c). What percentage of orders are ad-hoc vs. planned bulk purchases?

**UCF Answer: -- Target for planned will be 80% and ad-hoc at 20%**

d). Seasonal fluctuations in demand (e.g., fiscal year-end, academic term starts)?

**UCF Answer: -- I would say that spring and early summer will be highest demands with Nov/Dec being the lowest**

e). Projected growth trends beyond the stated estimate?

**UCF Answer: --UCF does not expect significant growth year over year**

f). What advance notice will vendors typically receive for bulk orders to ensure proper inventory management?

**UCF Answer: --Recommend a reasonable advance notice for bulk orders. Please define quantities for orders considered bulk orders.**

40. Supplier Question: **SECTION C: ASSET TAGGING REQUIREMENTS**

Question C1: Asset Tag Specifications

Can UCF provide detailed specifications for asset tags including:

a). Physical format required (barcode, QR code, RFID, or combination)?

**UCF Answer: Yes we will provide**

b). Required data fields (e.g., serial number, UCF asset number, department codes, purchase date)?

**UCF Answer: Yes we will provide**

c). Physical specifications (size dimensions, material requirements, adhesive type)?

**UCF Answer: Yes we will provide**

d). Tag placement location on devices (specific location preferences)?

**UCF Answer: Yes but open to suggestions**

e). Will UCF provide the physical tags, or should vendors include tag procurement, printing, and application in the solution and pricing?

**UCF Answer: vendors should include**

41. Supplier Question: **SECTION D: TECHNICAL SPECIFICATIONS**

Question D1: Configuration Requirements - Standard vs. Custom

The specifications in Section 4.0 (particularly RAM, storage, and processor requirements) may require Custom-To-Order (CTO) configurations rather than manufacturers' standard catalog models.

a). Are manufacturers' comparable standard configurations acceptable if they meet or exceed the stated requirements?

**UCF Answer: Yes**

b). Or are exact custom configurations required as specified?

**UCF Answer: We are open to other options**

c). If comparables are acceptable, what is the approval process for substitute models?

**UCF Answer: Written advance notice**

42. Supplier Question D2: : Processor Performance Benchmarks

Can UCF provide specific performance metrics or benchmarks for the processor classifications referenced in Section 4.0:

a). "High speed processor" (Standard Enterprise Device)

**UCF Answer: -- Not specific, but in general Intel i7 processor**

b). "Ultra-high speed processor" (High Performance & High Mobility versions)

**UCF Answer: --Not specific, but in general Intel i9 Processor**

For example:

- Intel Core i5/i7/i9 specific generations?
- AMD Ryzen equivalents?

43. Supplier Question D3: Microsoft Intune Environment Integration

Section 1.1 references "Ability to configure with UCF's Intune environment including multiple domains."

Can UCF provide technical specifications including:

a). Current Microsoft Intune configuration details?

**UCF Answer: We are able to support autopilot pre-config. Systems could also be imaged first.**

b). Any pre-deployment requirements (e.g., specific BIOS settings, firmware versions)?

**UCF Answer: All firmware should be up to date.**

c). Will UCF provide an Intune deployment guide or will vendors need to coordinate with UCF IT?

**UCF Answer: Coordinate with UCF**

44. Supplier Question: **SECTION E: PRICING & CONTRACT STRUCTURE**

Question E1: Multiple Award Distribution

Section 1.2.G states "UCF reserves the right to make multiple awards."

If UCF awards contracts to multiple vendors:

a). How will orders be distributed among awardees?

**UCF Answer: Not known at this time. UCF intends to award a contract or contracts resulting from this solicitation to the responsible Respondent(s) whose offer(s) represent the best interest of UCF, after evaluation in accordance with the criteria in this solicitation, which may include single or multiple award(s).**

b). Will there be primary/secondary vendor designations?

UCF Answer: **Not known at this time. UCF intends to award a contract or contracts resulting from this solicitation to the responsible Respondent(s) whose offer(s) represent the best interest of UCF, after evaluation in accordance with the criteria in this solicitation, which may include single or multiple award(s).**

c). Will vendors be assigned specific device categories (e.g., Vendor A for Standard Enterprise, Vendor B for High Performance)?

UCF Answer: **Not known at this time. UCF intends to award a contract or contracts resulting from this solicitation to the responsible Respondent(s) whose offer(s) represent the best interest of UCF, after evaluation in accordance with the criteria in this solicitation, which may include single or multiple award(s).**

d). Or will all vendors compete for each individual order?

UCF Answer: **Not known at this time.**

45. Supplier Question: **SECTION F: COMPLIANCE & ADMINISTRATIVE**

Question F1: EEO-1 Filing Requirements

Section 2.36.C states: "If the Respondent anticipates receiving \$50,000 in orders during the first 12 months of the contract...the Respondent must complete and file prior to March 1 of each year a standard form 100 (EEO-1)."

a). Given the estimated annual volume of 7,500-10,000 units, this threshold will certainly be exceeded. Should vendors include proof of current EEO-1 filing capability or compliance documentation in their proposals, or is this strictly a post-award requirement?

UCF Answer: this is a post award requirement.

b). What documentation is required at proposal submission versus post-award?

UCF Answer: **Included with your proposal submission, all required acknowledgement forms including:**

- **Cover page authorized signature**
- **Addendums with authorized signature**
- **Appendix 1 with authorized signature**
- **Appendix 2 with authorized signature**
- **Responding to all sections/bullet points listed in section 3, "Respondent/Offer Submittal Sections"**

46. Supplier Question: **SECTION G: WARRANTY, SUPPORT & SUSTAINABILITY**

Question G1: Warranty and Technical Support Expectations

a). What level of warranty coverage does UCF require beyond standard manufacturer warranties (e.g., 1-year, 3-year, 4-year)?

UCF Answer: **No warranty needed beyond manufacturer**

b). Are on-site repair services expected, or is depot/mail-in service acceptable?

UCF Answer: **no repair services expected**

c). Should warranty costs be included in the per-unit pricing or quoted separately?

UCF Answer: **separately but we are not interested in extended warranties**

47. Supplier Question: **SECTION H: ADDITIONAL CLARIFICATIONS**

Question H1: Model Availability and Replacement Process

Section 4.0 states "Models shall be available for a minimum of twelve (12) month period."

a). What is the notification and approval process when models must be replaced due to manufacturer discontinuation?

**UCF Answer: Written and notified to the customer**

b). Does "University reserves the right to deny proposed replacement models" mean UCF approval is required before any model substitution?

**UCF Answer: Yes**

c). What is the expected approval timeline for replacement models?

**UCF Answer: 1-2 week notice**

d). Is end-of-life product management required or optional? What are your institution's requirements and expectations for end-of-life product management, including equipment disposal, data sanitization, asset recovery, and environmental compliance (e-waste recycling) throughout the contract term?

**UCF Answer: optional**

48. Supplier Question: Is there a current contract for the products/services being requested by this procurement?

**UCF Answer: No, not of this nature**

49. Supplier Question: If there is a current contract, who is/are the contract holder(s)?

**UCF Answer: NA**

50. Supplier Question: What is the anticipated size of an average order?

**UCF Answer: Unknown at this time --**

51. Supplier Question: How frequently should we expect to receive orders for single units?

**UCF Answer: Weekly**

52. Supplier Question: What is the anticipated volume to be purchased via credit card?

**UCF Answer: Zero**

53. Supplier Question: Would federal government references for similar scoped contracts be acceptable references?

**UCF Answer: Yes**

54. Supplier Question: Will UCF accept other references besides higher education?

**UCF Answer: Yes**

55. Supplier Question: How would you like pricing presented?

**UCF Answer: US Dollars. Please see section 3.2(a), Total Cost of Ownership for requested pricing.**

56. Supplier Question: Should hardware and services be separate per device costs or be combined?

**UCF Answer: They should be separated**

57. Supplier Question: What services will be expected to be delivered for every device, and which services will be considered optional offerings?

**UCF Answer: -- Every device will be delivered with appropriate tags, enrollment in Intune, and standard images installed. Optional offerings may include additional software package installation based on special requirements.**

58. Supplier Question: UCF notes a request for volume pricing and references 4 manufacturers, what is the estimated volume for each manufacturer?

**UCF Answer: 2,250 per year total**

59. Supplier Question: Are we to offer pricing for one of the manufacturers listed (Dell, HP, Lenovo and Microsoft) or offer all four for each configuration?

**UCF Answer: See #4. Offering pricing for one manufacturer is acceptable.**

60. Supplier Question: Will UCF be standardizing on one of these manufacturers or offering all four as available standards via the E-catalog?

**UCF Answer: Yes, UCF prefers to standardize to one manufacturer.**

61. Supplier Question: If all four OEMs are included in the catalog, what is the expected number of units per manufacturer, assuming an estimated annual total volume of 7,500 to 10,000 units?

**UCF Answer: NA**

62. Supplier Question: Will one manufacturer be selected for each configuration?

**UCF Answer: Yes.**

63. Supplier Question: Due to industry challenges (i.e. memory, SSD drives, tariffs) at the moment pricing is volatile, how does UCF handle price increases that are outside the control of the reseller?

**UCF Answer: Notice from the reseller back to UCF on pricing is permitted**

64. Supplier Question: Please provide a sample copy of UCF's standard contractual agreement for review. The provided link directed us to the PO terms.

**UCF Answer: UCF's standard contractual agreement can be downloaded at <https://procurement.ucf.edu/forms/> under "Standard Purchasing Agreement".**

65. Supplier Question: Does UCF anticipate the contract holder having to handle end user or University data?

**UCF Answer: No**

66. Supplier Question: What percentage of device purchases are expected to be bulk (via PO) versus individual end user purchases through the catalog?

**UCF Answer: We do not have that data**

67. Supplier Question: Is lease expected to be an available option for both bulk purchases and individual catalog purchases?

**UCF Answer: Leasing should be an available option for bulk buying**

68. Supplier Question: The requirements suggest there is a distinction between installation services and optional managed services. What services are considered "managed" and are you expecting that to be available to individual devices purchased via the catalog?

**UCF Answer: The managed services include the order processing, lease management (if applicable), installation, set-up, and delivery services for the devices.**

69. Supplier Question: The technical requirements for each configuration include HDMI as an input port, but very few laptop models support this. Are HDMI ports required to function as an input or only as an output?

**UCF Answer: USB-C is acceptable as a replacement for an HDMI port**

70. Supplier Question: What is the expected refresh cycle for hardware?

**UCF Answer: 5 years**

71. Supplier Question: Will UCF require staggered deliveries or bulk shipments at specific times during the year?

**UCF Answer: A little bit of both**

72. Supplier Question: Is there a preferred delivery model (e.g., drop ship, on-site setup, remote configuration)?

**UCF Answer: Drop ship**

73. Supplier Question: What are the expectations for installation and initial setup services?

UCF Answer: **Could image device (coordinated with UCF on image), or could support Intune autopilot pre-config**

74. Supplier Question: For the technology leasing program, what are UCF's preferences regarding lease terms, residual values, buy-out options, and return logistics?

UCF Answer: **The respondent should propose the best value proposition to UCF and include options for consideration.**

75. Supplier Question: Will UCF require on-site support or remote support only?

**UCF Answer: Remote only**

76. Supplier Question: Are there any SLAs or KPIs that vendors should be prepared to meet?

**UCF Answer: None at this time**

77. Supplier Question: **In Section 4.0** - Can you please clarify the specific tasks you expect under "installation and initial setup services? Will on-site work be required?

UCF Answer: **This could include image of the device, updates of OS, software, firmware.**

78. Supplier Question: **Section 4.0** - Are there any installation, imaging, or service expectations? Will there be timing allotted for onboarding?

**UCF Answer: -- image and Intune specification**

79. Supplier Question: **Section 4.0** - Is this a full refresh or a hybrid with existing equipment?

**UCF Answer: Hybrid**

80. Supplier Question: **Section 2.21** - Are there delivery deadlines tied to fiscal or academic calendars? Is there a perishable budget?

UCF Answer: **Yes, tied to annual budget**

81. Supplier Question: **Section 4.0** - Are there any necessary warranty requirements to be included?

**UCF Answer: No extended warranties**

82. Supplier Question: **Section 4.0** – "Ultra HD" (UHD) is mainly used to refer to 4K Resolution displays. Will the University confirm the display requirements for "Alternative Enterprise Device"

UCF Answer: **Yes, 4K**

83. Supplier Question: **Section 4.0** - Will the University consider amending CPU Requirements written for "High speed processor" and "Ultra-High speed processor" to provide more clarity? (Ex: Latest Gen Ultra 7/Ryzen 7, etc.)

**UCF Answer: Yes, we will. We are fine with whatever the industry standard is comparable to i7 and i9 processors.**

84. Supplier Question: **Section 4.0** - Are there any additional requirements for dedicated graphics support in any of the device categories?

**UCF Answer: None**

85. Supplier Question: **Initial Configuration and Deployment**  
Please clarify expectations for initial configuration of desktops, monitors, and peripherals. Is white-glove setup required, or would shipment with standardized configuration and installation instructions be acceptable?

**UCF Answer: Shipment with preconfigured setup is acceptable**

86. Supplier Question: **Device Imaging**  
How many unique device images are anticipated? Will the selected vendor work with UCF's enterprise endpoint management team, and are other vendors currently involved in imaging or endpoint configuration?

**UCF Answer: Probably only a few, limited to less than 5**

87. Supplier Question: **Out-of-Band Management and Firmware**  
Please identify any required or preferred out-of-band management and remote firmware management tools.

**UCF Answer: None that are provided by the vendor**

88. Supplier Question: **Microsoft Intune Administration**  
Who will retain administrative ownership of the Microsoft Intune environment? Please clarify the expected collaboration model between UCF, its vendors, and the awarded vendor.

**UCF Answer: UCF IT will retain ownership**

89. Supplier Question: **Table A.4 – Hardware Compatibility and Locations**  
Please provide additional details regarding the number of designated locations referenced in Table A.4 and any associated logistical considerations.

**UCF Answer: There will be mainly one location for delivery with the exception of drop ship to the customers address**

90. Supplier Question: **Installation, Refresh, and Retirement Services**

Please clarify the scope and scale of required installation, refresh, and retirement services, including whether these services apply across all locations.

**UCF Answer: They apply across all locations but UCF will do the delivery and pickup within our campus locations**

91. Supplier Question: **Contract Term**

Some sections reference a three-year term, while others reference a four-year term. Please confirm the intended base contract period and any option years.

**UCF Answer: Four years with option to renew for an additional two or four years.**

92. Supplier Question: **Travel Expense Exclusion**

Does the exclusion of travel expenses apply to all services, including any initial on-site setup activities?

**UCF Answer: The University may consider travel expenses as outlined in your proposal. Bills for approved travel expenses shall be submitted in accordance with §112.061, Florida Statutes. The University may establish rates not to exceed the maximum allowed as provided in §112.061, Florida Statutes. The University reserves the right not to pay travel expenses unless the University approves such expenses in advance, in writing**

93. Supplier Question: **Data Compliance Requirements**

In addition to FERPA and the requirements under 34 CFR § 99.33(a), are there any other data protection or regulatory compliance requirements vendors must meet?

**UCF Answer: Yes, they will need to follow UCF data protection requirements.**  
**<https://policies.ucf.edu/documents/4-008.pdf>**

94. Supplier Question: **Outsourced Transactional Services**

Please provide additional information on how UCF currently outsources transactional services such as device readiness and end-of-life processing. This includes whether UCF maintains staging or storage areas for devices or hard drives pending destruction, and how incumbent vendors coordinate these services.

**UCF Answer: We currently do this in-house and will keep it that way**

95. Supplier Question: **Punchout Catalog and Workday Integration**

Please provide further details regarding the punchout catalog requirements and integration with UCF's Workday e-procurement system.

**UCF Answer: UCF Workday integration staff will collaborate with respondent technical staff to enable automated orders from UCF systems directly into respondent systems.**

**Workday requires the supplier to have a digital catalog system that allows UCF to make web-based purchases through a punchout integration with Workday. UCF employees access Workday through SSO login and can select from Suppliers to fill shopping carts and make purchases.**

**Minimum system requirements for eProcurement integration, supplier has ability to:**

- **Create a web-based ordering platform for end users**
- **Receive purchase orders through cXML**
- **Send supplier invoices through cXML**

**Supplier responsibilities associated with the integration will be to:**

- **Provide the catalog content and pricing**
- **Establish and troubleshoot integration connectivity**
- **Process any test scenarios per the test plan and agreed upon schedule**
- **Execute any mapping or other changes as required**
- **Identify areas of concern or risks involved with implementation**
- **Provide production credentials to project manager**
- **Coordinate and/or execute supplier production setup**
- **Establish and troubleshoot integration connectivity**
- **Confirm ability to support production traffic**
- **Confirm live order receipt and validate the movement of the order through the supplier's order fulfillment process**
- **Coordinate and resolve any integration issues with the project team**