# REQUEST FOR PROPOSAL SAN-FY2021-C2-IC

# Addendum 1

# E-rate Funding Year 2021

This addendum is being issued to respond to questions posed by vendors.

**Question**

What level of support services are you wanting for the switches? Are you looking for standard HW and SW support, or are you wanting a fully managed service of the devices?

**Answer**

Meraki devices all come with Meraki support based on the licensing timeline. We are not looking for managed services, but would like to know your support process for invoicing, receiving defective products, etc.

**Question**

What is the term of the support you would like to see quoted? 1 year, 2 years or longer?

**Answer**

We want 5 year licensing. We are not looking for managed services support.