



RFP #943791

Question 1: May a respondent submit pricing for selected product categories from the Product Accessory Category List rather than every category and still be considered for an award?

Answer: Yes

Question 2: May a respondent utilize an established technology distributor or fulfillment partner to provide inventory, drop shipment, warranty/RMA support, and two-business-day delivery while the respondent remains MSU's prime contractor and primary account-management contact?

Answer: Yes

Question 3: Does MSU require respondents to be manufacturer-authorized resellers for any product categories, or is sourcing new, genuine products carrying the original manufacturer warranty sufficient?

Answer: No

Question 4: Do I need to bid every item on the attached? I should be able to quote most of them.

Answer: No

Question 5: I just had a basic question about the basket. I didn't see any pricing or quantities provided, so I was curious if you could help me ballpark how much spend is associated with the category annually so I can request discounted pricing.

Answer:

Product Mix Summary

Category	FY25 Qty	FY25 Cost	FY26 Qty	FY26 Cost
Cables, adapters & networking	492	\$6,798.37	530	\$7,343.57
Cases, Sleeves, Backpacks, Protection	59	\$1,533.88	68	\$1,873.24
Charging Cables, adapters, Power Surge & Other	321	\$5,631.04	337	\$5,246.83
Computer Accessories	76	\$2,489.34	145	\$7,747.50
Headphones, earbuds, headsets & Misc	152	\$8,453.17	265	\$15,761.07
Hubs & Docking Stations	119	\$15,323.28	175	\$30,213.37
Memory, Flash drives	294	\$3,259.68	122	\$3,266.72
Mice, Keyboards & Misc	459	\$25,925.17	530	\$24,301.72
OTHER	106	\$1,041.75	357	\$4,143.19
Stylus, Active Pens & Accessories	22	\$570.79	50	\$1,177.19
Webcams, Microphones, Comp/Bluetooth Speakers	253	\$15,413.97	178	\$11,273.39
Grand Total	2,353	\$86,440.44	2,757	\$112,347.79



Question 6: Page 9, Section 3 – Timeline states that initial delivery for standard items is required within two business days of order receipt. Does MSU expect respondents to maintain inventory specifically for MSU, or may suppliers fulfill orders through their authorized distribution partners? If fulfillment is dependent on distributor inventory availability, may the two-business-day delivery commitment be subject to product availability and distributor lead times?

Answer: Yes

Question 7: Page 8–9, Sections 1 and 3: Does MSU expect awarded suppliers to maintain dedicated inventory for the MSU Tech Store, or may suppliers maintain inventory through their distribution partners and fulfill orders as they are received? we are asking this because we are a reseller.

Answer: No

Question 8: Page 8, Section 2 – Scope of Work: May respondents submit pricing for selected product categories in which they can provide competitive pricing and fulfillment, or is a response covering all listed categories required?

Answer: Yes to selected product categories.

Question 9: Page 6, Experience: For a recently established company, may relevant experience of the company's owner/key personnel gained through prior employment with an IT reseller, distributor, or technology supplier be included as supporting experience, provided the respondent clearly identifies that the experience was performed under the individual's prior employer?

Answer: Yes

Question 10: Pricing by Category – Page 13: Since distributor costs and available discounts may vary substantially among individual products and brands within the same category, may respondents provide category pricing using a range of discounts or identify discounts at the individual SKU level rather than applying a single uniform discount percentage to an entire category?

Answer: Yes

Question 11: Page 12, Pricing: Please clarify the intended distinction between the “Discount” and “MSU Discount” columns in the Individual Item Pricing format.

Answer: Apologies. The column labeled “MSU Discount” should say “MSU Price.”

Question 12: Pages 9–12: Should quoted product pricing include standard shipping/freight to MSU, or should shipping charges be listed separately? If separately, will MSU accept actual freight charges from the supplier/distributor?

Answer: Listed separately. Yes, MSU will accept actual freight charges from the supplier/distributor

Question 13: Page 9, Section 5: Does MSU expect the awarded supplier to manage the complete manufacturer/distributor RMA process on MSU's behalf, or may the supplier facilitate the manufacturer's standard warranty/RMA process?

Answer: The supplier may facilitate the manufacturer's standard warranty/RMA process



Question 14: Page 9, Installation, Implementation, and Training: Is installation support for complex peripherals a mandatory service expectation for the awarded supplier, or an optional/value-added service considered during evaluation?

Answer: An optional/value-added service considered during evaluation

Question 15: Pricing and Ordering – Pages 10–13: Please clarify how pricing will be applied during the contract term. Will MSU place orders using the MSRP and discount structure submitted in the proposal, or will MSU request a quotation from the awarded supplier at the time of each purchase? If pricing is based on the submitted discount structure, how will price changes resulting from manufacturer MSRP updates, distributor cost changes, product substitutions, or discontinued products be handled?

Answer: We expect the awarded supplier to be able to confidently display the difference between MSRP and the discounted cost to MSU based upon the negotiated terms through a reasonable vehicle such as a website.

Question 16: Proposal Instructions, Section 11.k / Scope of Work Section 2, pages 4 and 8.

May a manufacturer submit a proposal limited to the “Cases, Sleeves, Backpacks, Protection” category, or must a Respondent offer the full accessory list (cables, docks, audio, etc.) to be considered responsive?

Answer: Yes

Question 17: Scope of Work Section 2 and Section 4, pages 8–9, and Product Accessory Category List.

The sample brands listed for Bags, Sleeves & Cases include Solo NY, Targus, Incase, Dell EcoLoop, and Gaston Luga. Are Eco Style and Sandy Lisa manufacturer SKUs acceptable in that category, or must Respondents bid those sample brands?

Answer: Any brand is acceptable

Question 18: Scope of Work Section 3, page 9.

Please confirm that “standard items within two business days of order receipt” may be fulfilled from U.S. stock, and that factory-level logo/embroidery (quantities above 100, longer lead time) may be quoted as a non-standard / special-order exception rather than a two-day SKU.

Answer: Yes, this is acceptable as long as they have a licensing contract for those items.

Question 19: Scope of Work Section 3 and Additional Requirements, pages 9–10.

Is a named U.S. account manager (phone/email during business hours) sufficient for “customer support availability – dedicated MSU resource,” or is on-site / East Lansing coverage required?

Answer: On-site is not necessary

Question 20: Mandatory Minimum Requirements and Scope of Work, pages 8–9.

Our carrying cases are TAA-approved, made in Cambodia, not Berry Amendment / U.S.-content. Please confirm TAA origin is acceptable for this RFP and that U.S.-made fabric/content is not a mandatory minimum.

Answer: This is acceptable



Question 21: Evaluation Criteria / Pricing, pages 3, 10, and 12–13, and Product Accessory Category List.

For a manufacturer proposing only bags and cases, may pricing be a category discount off MSRP plus a SKU matrix for our line, rather than a matrix covering every accessory category on the spreadsheet?

Answer: Yes

Question 22: Scope of Work Section 2 (MSU Tech Store retail and JIT / departmental direct billing), page 8.

Will awarded suppliers be required to support Spartan Marketplace / punch-out at contract start, or is that implemented after award? If required at proposal, please identify the required platform documents.

Answer: No

Question 23: Proposal Submission Requirements, pages 10–11 (VPAT / WCAG).

This purchase is physical carrying cases, not a digital product. Please confirm a VPAT is not required for a bags-and-cases-only proposal.

Answer: Per page 10 of the RFP document: “If this purchase is related to a digital product or service, then the supplier is required to submit a completed VPAT as part of their proposal for MSU’s review.”

Non-digital products do not require a VPAT.

Question 24: Product Accessory Category List (.xlsx).

Are product samples required with the September 23 proposal, or only if shortlisted? If samples are required, please confirm ship-to address and whether Eco Style and Sandy Lisa production samples (including a logoed example) are acceptable in lieu of the listed sample brands.

Answer: No

Question 25: Cover Page / Section 2, page 1.

Please confirm the clock time on September 3, 2026, by which questions must be received.

Answer: By the end of business (Eastern time zone), September 3, 2026

Question 26: Spend volume for the previous 2 years:

Annual spend

Answer: See chart below

Number of orders

Answer: See chart below

Number of transactions

Answer: See chart below

Total Spend and Transactions

Fiscal Year	Period	Total Spend	Total Invoices
FY25	7/1/2024 – 6/30/2025	\$114,447.16	376
FY26	7/1/2025 – 6/30/2026	\$122,603.17	375
Total		\$237,050.33	751



Total Purchase Orders

Fiscal Year	Period	Total PO Amount	Total POs
FY25	7/1/2024 – 6/30/2025	\$109,162.47	227
FY26	7/1/2025 – 6/30/2026	\$128,405.88	238
Total		\$237,568.35	465

Question 27: Product Mix

What percentage of that annual spend falls within:

Apple accessories

Answer: This RFP does not include Apple products. Any Apple products listed on the Product Accessory Category List provided should be disregarded.

Audio devices

Answer: See chart below.

Monitors

Answer: This RFP does not include monitors. Any monitors listed on the Product Accessory Category List provided should be disregarded.

Docks

Answer: See chart below.

Storage

Answer: See chart below.

Networking accessories

Answer: See chart below.

Percentage of Annual Spend

Requested Category	FY25	FY26
Audio Devices	27.6%	24.1%
Docks	17.7%	26.9%
Storage	3.8%	2.9%
Networking Accessories	7.9%	6.5%

Question 28: Award Structure

Will MSU Award:

Single supplier, Multiple suppliers, or Category-specific awards

Answer: Per the RFP, Section 11.k., MSU reserves the right to award multiple contracts or by type of service or good. How this RFP is awarded depends on review of the responses received.