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	Asking Vendor	**Question**	**Answer**
Q-1	EduTech-Group	What is the timeline for multi-state licensing documentation?	State licensing must be in place by the time the work starts, including any transitionary work that may be required. Proof that this licensing will be in place in the required time must be provided before a contract can be signed.
Q-2	EduTech-Group	I'm looking to see what ongoing evaluation/process improvement cycle you have imagined aside from the SLA reviews I saw in the RFP. We typically meet with support teams and separately, Leadership teams at client schools with this focus. Would you, for example, prefer we do that with your client schools, or will we meet with Uncommon Schools stakeholders, or a mixture of both?	These meetings would all be with Home Office staff; Uncommon does not expect the vendor to have school facing evaluations of service.
Q-3	AlphaIT	Please confirm whether licenses for all three states are required	State licensing must be in place by the time the work starts, including any transitionary work that may be required. Proof that this licensing will be in place in the required time must be provided before a contract can be signed.
Q-4	AlphaIT	Confirm whether the required business licenses are mandatory at the time of proposal submission or may be obtained prior to the contract start date?	See Q-1
Q-5	AlphaIT	Confirm whether copies of licenses and certificates must be submitted with the proposal	Documentation of the number of engineers holding a certification directly related to their role must be submitted with the proposal (relating to RFP Section 5.2). See Q-1 for state licensing.
Q-6	Inspiroz	Current staffing model: Can Uncommon provide details on the current MSP's on-site staffing model, including the approximate number of on-site technician days per week (in aggregate and by region)?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP and their experience working with educational organizations.
Q-7	Inspiroz	School count confirmation: Section 1.2 lists 63 locations and section 3.5 and 6.1 references 52 schools. Can Uncommon explain the difference between the 52 schools notated and the list having 63 locations?	The discrepancy is caused by the regional offices; Uncommon has one regional office in each of the five cities it operates in, plus the Home Office. All locations, including regional offices, are included in the scope of this RFP. Please refer to Appendix A for the full list of schools and regional offices.
Q-8	Inspiroz	Current service delivery model: Can Uncommon describe the current service delivery structure, including what is working well and where gaps exist? How does Uncommon's internal IT team interface with the current MSP? What's working well? What friction points exist that impact the end-user experience?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-9	Inspiroz	Existing SLAs: Can Uncommon share the incumbent's existing SLAs and how they're being enforced?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP and their experience working with educational organizations.
Q-10	Inspiroz	Data center ownership: Are the Virginia and New York data centers referenced in Section 4.1 owned and operated by Uncommon, or are they owned/operated by the incumbent vendor or a colocation provider? Will the selected vendor be expected to manage or relocate these facilities?	The data centers are owned and managed by the incumbent. The vendor will be expected to supply redundant data center capabilities and manage the transition to these facilities.
Q-11	Inspiroz	Equipment ownership and leases: Does any infrastructure equipment (firewalls, switches, servers, controllers, etc.) belong to or is leased through the incumbent vendor? If so, what is the expected disposition of that equipment during transition?	All on-prem networking eqipment belong to Uncommon. Firewalls and switches in the two data centers belong to the incumbent. The vendor should describe how their infrastucture will provide high availabiity to Uncommon.
Q-12	Inspiroz	SOC 2 Type II as a qualification threshold: Section 3.4 states the vendor "shall maintain SOC 2 Type II certification." Q11 asks proposers to "provide proof" of SOC 2 Type II or ISO 27001. Will a vendor that does not currently hold SOC 2 Type II or ISO 27001 certification at the time of proposal submission be disqualified, or will Uncommon consider a vendor that can demonstrate it is actively pursuing readiness assessment and/or certification?	UPDATE: SOC 2 compliance has been incorporated into vendor scoring and will not be a requirement for participation in the RFP. Vendors who are SOC 2 compliant or in the progress of becoming compliant should provide evidence of compliance or progress towards compliance with their proposal.
Q-13	Inspiroz	If Uncommon decides to split the services. Would a vendor without SOC-2 be able to perform one side of the services?	UPDATE: SOC 2 compliance will only be required for Enterprise Managed Services and will not be included in evaluations for proposals focused on only End User Service and Support. All vendors will need to comply with data privacy laws in all states in which Uncommon operates.
Q-14	Inspiroz	SOC 2 scope: Does the SOC 2 Type II requirement apply to the vendor's entire organization, or specifically to the services and infrastructure that would be in scope for this contract (e.g., data center operations, NOC, service desk)?	See Q-12
Q-15	Inspiroz	Sub-service provider certifications: Q11 references sub-service providers for SOC/MDR. If a proposer's primary MDR/EDR partner (e.g., CrowdStrike) holds SOC 2 Type II certification, does that satisfy the SOC 2 Type II requirement?	No. See Q-12

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Q-16	Inspiroz	EDR platform flexibility: Section 3.7 lists SentinelOne as a current technology partner. Is the selected vendor required to continue using SentinelOne as the EDR platform, or would Uncommon consider an alternative EDR solution with an appropriately timed transition?	Yes, the vendor is required to continue using SentinelOne. Uncommon has a 3-year contract procured through the E-Rate Cybersecurity Pilot program.
Q-17	Inspiroz	Network equipment stack: Can Uncommon provide an inventory of the current network equipment stack by manufacturer and model category (switches, routers, firewalls, wireless access points, controllers)?	See Q-109
Q-18	Inspiroz	NOC/SOC geographic requirements: Q15 asks whether the SOC is US-based. What is the reason and/or requirement behind this question?	After further review, vendors can disregard the part of the question that asks whether their SOC is US based. The rest of the question should still be answered by the vendor.
Q-19	Inspiroz	Background check scope: Section 3.3 states all individuals "assigned to this contract" must submit to background checks. Does this apply only to personnel who will be physically on-site at Uncommon locations, or does it extend to all remote staff (service desk agents, NOC engineers, etc.) who may access Uncommon systems?	This only applies to staff that will be physically onsite at schools.
Q-20	Inspiroz	Driver's license requirement: Section 5.5 requires on-site technicians to have a valid driver's license. In regions served by public transit (particularly New York City), would Uncommon accept demonstrated ability to travel reliably between sites by public transportation in lieu of a driver's license?	Yes, for regular onsite visits. The vendor must also demonstrate the ability to move equipment between sites in NYC such as switches, routers laptops and any other equipment that may need to be moved from one site to another.
Q-21	Inspiroz	Covered equipment definition: Section 3.5 references "covered equipment." For the purposes of inventory and support obligations, is there a specific list of additional equipment to be covered besides Uncommon endpoints and classroom technology?	No; this refers only to Uncommon managed staff and student endpoints (Windows and Apple). Uncommon uses Asset Panda for mananging its Chromebook inventory.
Q-22	Inspiroz	Apple/iPad presence: The RFP references Windows laptops and Chromebooks. Are there any Apple devices (iPads/MacBooks/iPhones) in the environment?	The majority of Uncommon's devices are Windows and Chromebooks. Uncommon does have several programs (for example Media Production) that use MacBooks and Uncommon does use iPads for operational purposes like building sign in kiosks. All Apple devices are managed via JAMF and the vendor would be expected to manage those as well but JAMF is not a requirement.
Q-23	Inspiroz	Workday integration scope: Section 3.4 references a Workday-to-Entra integration. Can Uncommon clarify the expected scope of Workday-related services? Is the vendor responsible for maintaining this integration, or only for consuming the data output for account provisioning?	That is an example of the type of evidence Uncommon is looking for; the vendor is not expected to manage any Workday integrations as part of this RFP.
Q-24	Inspiroz	Onboarding period and billing: The timeline shows a potential award in October 2026 with a contract start date of July 1, 2027. Does the "contract start date" represent the go-live date for full service delivery? When do you expect transition activities to start with the outgoing vendor? Knowing Uncommon's focus on not disrupting education, what, if any, access will be available to the schools before the school year ends for site surveys, walkthroughs, etc.? What do you expect the transition timeline to be for the outgoing vendor?	Uncommon is looking for the vendor to provide that guidance as part of their bid. Based on past experience onboarding clients, the vendor should create that guidance and timeline in order to 'go-live' by July 1, 2027. Transition activities can begin as soon as a contract is signed.
Q-25	Inspiroz	Project vs. managed services boundary: Section 3.6 asks vendors to define what constitutes a project vs. managed services scope. Has Uncommon established its own criteria or thresholds (e.g., hours, cost, number of affected sites) that it would like vendors to align with?	Uncommon does not have documented criteria; Uncommon is looking for how the vendor currently thinks about or manages that boundary.
Q-26	Netrix	Form 6 requires that we disclose if we've made an application pursuant to "The Public Works Contractor Registration Act" which specifically applies to: construction, reconstruction, demolition, alteration, custom fabrication, duct cleaning, or repair work, or maintenance work, including painting, and decorating, done under contract and paid for in whole or in part out of the funds of a public body, except work performed under a rehabilitation program. "Public work" shall also mean construction, reconstruction, demolition, alteration, custom fabrication, duct cleaning, or repair work, done on any property or premises, whether or not the work is paid for from public funds, if, at the time of the entering into of the contract the property or premises is owned by the public body. Because this RFP does not involve any of those Services, there should not be a need for any Vendor bidding on this project to apply for certification under this Act. **Can we ask Uncommon to confirm that Vendors submitting proposals in response to this RFP do not need to submit an Application for Public Works Contractor Registration?**	Vendors may answer "N/A" to question #5 on Form 6. Uncommon agrees that the scope of this RFP does not include any work that would be managed under current prevailing wage law in NJ, therefore that answer will not be disqualifying.
Q-27	Netrix	Will a new MSA and/or contract be required for vendors with an existing, current contract?	Yes, Uncommon's goal for this RFP is to sign a new MSA, regardless of existing current contracts.
Q-28	Netrix	In Section 9.1 of the RFP, Uncommon provides that "the Terms and Conditions in Section 10 are all considered part of the final agreement." However, Section 10 appears to address only the Submission Requirements and we would like to confirm that there are no additional "Terms and Conditions" applicable to Section 10 that we need to be aware of. Uncommon may consider the submission requirements themselves to be the "Terms and Conditions", and we just want to confirm that is accurate.	Confirming there are no additional terms in Section 10.

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Q-29	Netrix	When looking at the desired format spelled out in section 10.1, it is unclear where some parts of sections 3, 4, and 5 fit into where you would expect to see some of these items. For section 5 (as it's spelled out in section 10.1), is the desire for this section to be ONLY responses to RFP section 3?	Yes, the Technical Proposal (Section 5 of the submission) should be a response to the Scope of Services (Section 3 from the RFP). Please address these subsections in the order they appear in the RFP, and clearly refer to each subsection number (i.e. Scope of Services 3.5) in the answer. Under Section 3.3, the only evidence required is documentation showing how many engineers hold certifications related to their role. The rest of Section 3.3 and Sections 4 and 5 are informational only and do not require a response.
Q-30	Netrix	Where would you like to see an overview of the company, or do you even want one?	An overview of the company is not needed for the written proposal.
Q-31	Netrix	For RFP section 3.3, 5(all) and 9(all), are these just FYI or does the RFP need a response to these? Example: For Section 5 Vendor Qualifications, etc. we see a direct relationship between some of these requirements and the questions in the vendor questionnaire. However, not ALL of these requirements seem to be encapsulated in the questionnaire. Would you like us to submit additional documentation that addresses section 5? If so, where? Same question for Section 9	As noted in Section 9 of the RFP, submitting a proposal is inherently an acknowledgement of all the requirements listed within that section and no further response is required. See Q-29 for the remaining context.
Q-32	Netrix	Where should proprietary information be included: at the end of the proposal as an appendix or a separate document/PDF?	Proprietary materials should be included as a separate PDF.
Q-33	Netrix	6.3D ends with Q22 but 6.3E goes Q23 then Q22, and then 6.4 starts with Q24 when it really should be Q25 and then the numbers should proceed sequentially. Would you like us to respond as is or will a revised questionnaire be released?	For the questions in section 6.3E, please use the updated numbers below (including the subsection number) to give them a unique ID. For all other questions, please use the numbers listed in the RFP. 6.3E-Q23 6.3E-Q22
Q-34	Netrix	For responses to questionnaire, would you like it in a table format or in-line with the RFP questions	Please submit responses to the questionnaire in a table format.
Q-35	Netrix	Server maintenance and management - Is there hosted servers/storage that should be factored into the proposal?	Yes, there is currently a SAN that hosts SMB file shares used by schools plus several AD controllers. There are also a small handful of virtual servers that host software like our bell scheduling software.
Q-36	Netrix	Should we list out supported third party applications that are included within the formal cost proposal? Or should that be separated from the primary cost proposal?	All third party applications used by the vendor should be included in the formal cost proposal. This includes any security, management or other tools used by the vendor to meet the stated requirements. The pricing structure should also be clear (i.e., per endpoint cost or site licence cost)
Q-37	Netrix	What are the minimum onsite visit requirements? (Cadence, hours of service, key operational/academic programming moments)	The minimum named in the RFP is once per month, with the expectation that the vendor will make a recommended visit frequency based on their resource availability in a given region and their experience with school needs.
Q-38	Netrix	Is there a requirement for on-site presence during CBT testing?	CBT (computer based testing which includes state testing, APs, Regents, etc) support costs are negotiated separately from the regular onsite cadence and may include onsite support at one or more sites during the testing period. The vendor should state what types of support (e.g., onsite, conference bridge, etc) they are able to provide during CBT and what each level of support costs.
Q-39	Netrix	What is the count of devices/types that should be used to calculate monitoring pricing?	See Questions 103 and 109 for the list of infrastructure that should be used to calculate monitoring pricing
Q-40	Netrix	What should be included in the device depot services (Cost Proposal, Tab B, line 6)	The addition of Depot Services (a central repair facility) in the RFP was a mistake. All staff laptops are fully covered under warranty for any damage; the vendor will need to coordinate those repairs with Dell. The vendor should make a recommendation in the RFP based on Uncommon's scale and their experiences on the best way to handle repair/warranty mgmt, imaging/provisioning, decommissioning/disposal, and other device lifecycle management needs. Price these services accordingly and list any assumptions in the Assumptions tab in the Cost Proposal spreadsheet.
Q-41	Netrix	Are there any other devices that should factor into support costs besides staff laptops & student chromebooks (ie, iPads, student PCs, Macs)?	See Q-71
Q-42	Netrix	What is the 5-year growth plan for Uncommon (new schools, students/staff, etc.)?	Uncommon expects marginal growth over the next 5 years. There are several new schools under consideration, all in current cities; we have no current plan to expand outside our existing geographical area. We anticipate approximately a 10% increase in student count over the next 5 years.
Q-43	Netrix	Section 3.5, End User Support - Types of Evidence "Vendor shall maintain an accurate inventory of all covered equipment in an electronic database readable by designated USI staff" - what does "covered equipment" entail?	See Q-21

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Q-44	Netrix	What is the difference between 3.5 "Provide SLAs and recent performance analysis." and 6.2 "Please share your current SLAs for both end-user support and NOC issues." By "end-user" customer care support?	In section 3.5, a recent performance analysis is named as one type of evidence Uncommon would consider; it's not an explicit requirement. The question in 6.2 is requesting 12 months of data for both end user support and the vendor's NOC
Q-45	Netrix	Is the expectation that the offeror have a valid Soc 2/Type 2 when applying? As long as it's held by the time contract is signed? Or July 1, 2027 when services begin?	See Q-12
Q-46	Netrix	What's the preferred method to provide sample communication? Can it be a link to a document (Google, for example), an attached PDF/Excel Doc, etc.?	Any proprietary materials should be added as a separate PDF, in alignment with Q-32. All other supplementary materials can be included in an appendix at the end of the proposal document.
Q-47	CAI	Section 6.2 (Q10) requires the responding MSPs to provide SLA performance data. What is Uncommon's approximate monthly ticket volume, broken down by priority tier and service type (remote service desk vs. on-site dispatch)? What is the current first contact resolution (FCR) rate?	Uncommon's current ticket volume is approximately 9,000 formally logged tickets annually across all schools. However, Uncommon believes this figure significantly understates actual support volume, as Uncommon's current model relies heavily on onsite technician presence and a substantial portion of issues are resolved informally without being entered into the ticketing system. Vendors should not rely on this figure as a basis for staffing assumptions.
Q-48	CAI	If Uncommon is able, please provide the most recent 12 months of ticket data for analysis.	See Q-47
Q-49	CAI	Section 4.1 references Cisco and Juniper as current vendor relationships (Section 3.7). Can Uncommon describe the current network infrastructure by make and model across firewalls, core, distribution, and access layer?	Core switches at each site are Cisco and access switches are a mix of Cisco and Juniper. Both firewalls are Cisco.
Q-50	CAI	Section 4.1 references Cisco and Juniper as current vendor relationships (Section 3.7). Specifically, how is the Cisco vs. Juniper split deployed across the environment?	See Q-49
Q-51	CAI	Section 4.1 references ~3,200 staff laptops. What MDM/endpoint management platform is currently in use (e.g., Microsoft Intune, JAMF, SCCM)?	Uncommon uses a combination of Intune for Windows Policy and JAMF for Macbook policy. Uncommon also uses Kaseya for remote support and management tasks. The bidder is not required to continue to use JAMF and Kaseya. If they prefer different solutions, those should be called out. Intune, however, is an important part of Uncommon's Windows management.
Q-52	CAI	Section 4.1 references ~3,200 staff laptops. Is the new MSP expected to maintain the existing platform or propose a replacement as part of their solution?	Uncommon is open to change the tools listed in Q-51. The vendor would need to provide a high level plan, timeline and additional costs (if any) to make the change.
Q-53	CAI	Section 4.1 references ~19,000 student Chromebooks, and Section 3.4 references Google Workspace management. Who is currently responsible for managing student Chromebooks via Google Admin Console — the incumbent MSP or internal Uncommon IT staff?	The vendor would be responsible for managing Chromebooks in the Google Admin Console. This largely consists of (but is not limited to) pushing apps and making policy changes as requested by Uncommon IT.
Q-54	CAI	Section 4.1 references ~19,000 student Chromebooks, and Section 3.4 references Google Workspace management. Is Chromebook MDM explicitly in scope for the new MSP?	Yes (see Q-53 for more detail)
Q-55	CAI	Section 3.4 requires management of Active Directory domain controllers. Can Uncommon describe the current AD architecture — single or multi-domain/forest? Are all school locations domain-joined? Are there any standalone or workgroup environments at any sites?	Uncommon has a single domain and all schools are domain joined. There are no standalone or workgroup environments at any site.
Q-56	CAI	Section 3.5 references ongoing service desk operations. What ITSM or ticketing platform is currently in use or is the vendor to bring their own?	The vendor would be responbsible for having their own ticketing system.
Q-57	CAI	Can Uncommon confirm whether the incumbent MSP has support responsibility for the entire and existing operating environment (Enterprise Management and End User Management), or just some aspects or locations?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-58	CAI	Section 3.4 requires processing staff account updates from data sent daily by Uncommon. What HR system is Uncommon using as the source of truth for staff lifecycle events (e.g., Workday, ADP)? Is there an existing automated integration between that system and Entra ID/Active Directory, or is this a manual process today?	Uncommon uses Workday as the source of truth for staff lifcycle events. Parts of the process are automated (AD, Onelogin and Google account creation, some provisioning) and some parts (full M365 and AD provisioning, location and role changes, account deactivation) are scripted and managed by the incumbent MSP. Uncommon's long term goal is full automation.
Q-59	CAI	Section 3.7 lists SentinelOne as a current vendor relationship. Is SentinelOne currently deployed as the enterprise EDR across all endpoints and servers? What SIEM or SOC arrangement, if any, is currently in place, and is the new MSP expected to maintain or replace it?	Uncommon currently has a multi-year contract with SentinalOne and it is deployed to all staff endpoints. Events are managed by a SOC that is managed by the incumbent MSP. The new vendor is expected to manage those alerts.
Q-60	CAI	Section 3.4 and Section 6.3 (Q21) require management of an immutable backup solution. What backup platform is currently deployed (e.g., Veeam, Rubrik, Cohesity)?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.

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Q-61	CAI	Section 3.10 outlines offboarding obligations for the outgoing vendor. Does the current incumbent's contract include a formal transition-out obligation?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-62	CAI	Section 3.10 requires the selected vendor to produce a detailed onboarding plan including documentation. What is the current state of environment documentation (network diagrams, runbooks, asset inventories, and credentials)? Will this documentation be provided to awarded vendors only, or made available earlier to facilitate accurate proposal development?	The onboarding plan should be a "desired" plan from the vendor's perspective. List assumptions you are making in drafting the plan (e.g. the incumbent vendor is fully cooperative, network diagrams are complete and up-to-date, etc).
Q-63	CAI	Section 3.5 requires on-site visits to all 52 school locations. How many on-site technician FTEs does the current solution staff across all five regions? Please break down by region (Brooklyn/NYC, Newark, Camden, Rochester, Boston) if possible.	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-64	CAI	Section 3.5 asks vendors to propose an on-site (non break/fix) visit frequency. What is the current on-site visit cadence at each school?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-65	CAI	Section 3.3 requires 24x7x365 monitoring of managed infrastructure. What are Uncommon's standard operational hours for end-user support across all regions?	Uncommon's standard operating hours for end-user support are 7:00am-7:00pm ET for all regions.
Q-66	CAI	Section 3.3 requires 24x7x365 monitoring of managed infrastructure. Are there specific early morning (before 7am) or extended evening (after 6pm) support requirements at any school or home office locations?	No.
Q-67	CAI	Section 3.4 requires maintaining a VPN system for end users to access hosted resources off-campus. What VPN platform is currently in use?	F5 is Uncommon's current VPN solution. Uncommon is open to an alternate solution.
Q-68	CAI	Section 3.4 requires maintaining a VPN system for end users to access hosted resources off-campus. Is the new MSP expected to maintain the current VPN platform, or may we propose an alternative solution?	Uncommon is open to an alternate solution.
Q-69	CAI	Section 3.4 and Section 6.3 (Q18) address OS and third-party patching. What patch management tooling is currently in use (e.g., WSUS, Intune, third-party RMM)?	Uncommon currently uses Intune for Windows and JAMF for MacOS. Uncommon is open to an alternate solution for JAMF.
Q-70	CAI	Section 3.4 and Section 6.3 (Q18) address OS and third-party patching. Is there an existing approved patching cadence or maintenance window schedule the new MSP should plan to adopt?	The cadence is currently managed by the incumbent MSP. The selected vendor will be expected to propose and implement a patching schedule consistent with industry best practices as well as their own experience when considering out-of-band updates.
Q-71	CAI	Section 3.5 requires management and support of classroom technology including WAPs and projectors. Beyond WAPs and projectors, what additional classroom technology is in scope (e.g., interactive whiteboards, document cameras, classroom PA/AV systems, vape detectors per Section 3.9), and is a complete classroom technology inventory available for review?	The list of supported classroom technology is WAPs, projectors and document cams. Any other technology (including all the ones listed in the question) are considered 'best effort' only. Uncommon has a third party technology policy that is communicated to schools which clearly states that if a school requires advanced support for any of those devices, they must work with the manufacturer directly.
Q-72	CAI	Section 3.5 and 5.5 address staffing requirements. Is there an expectation or preference that the new provider will rebadge/inherit current vendor or Uncommon personnel as part of transition?	No, there is no expectation or preference for this. Uncommon staff has been and will continue to be distinct from MSP staff.
Q-73	CAI	Section 3.7 lists Microsoft, Dell, Cisco, Juniper, and SentinelOne as current vendor relationships. Are these contracts currently held in Uncommon's name, the incumbent MSP's name, or a mix? What transition steps are required, and will the new MSP be expected to assume, negotiate, or replicate these agreements?	It is a mix. Uncommon has no specific requirements outside of the equipment/services continue to function as expected. The vendor should make a recommendation based on their experience.
Q-74	CAI	Section 3.7 lists Microsoft, Dell, Cisco, Juniper, and SentinelOne as current vendor relationships. What transition steps are required with the current vendors such as Microsoft, Juniper, Dell, Cisco, etc.? i.e. Would the new MSP be expected to assume, negotiate, or replicate these agreements?	See Q-73.
Q-75	CAI	Section 3.4 requires a dedicated operations center providing 24x7 monitoring. What network monitoring platform is currently in use at Uncommon (e.g., SolarWinds, PRTG, Meraki Dashboard, or other)?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP. Uncommon does not have a preference for or dependency on any specific incumbent monitoring platform.
Q-76	CAI	Section 3.4 requires a dedicated operations center providing 24x7 monitoring. Is the new MSP expected to adopt and integrate with Uncommon's existing monitoring tooling, or implement their own NOC stack with data shared to Uncommon?	The new MSP is expected to implement their own NOC stack.
Q-77	CAI	What is the total number of Windows, Linux, MacOS computers, Ipads?	See Q-113. Uncommon has no managed Linux devices.
Q-78	CAI	What is the Internet Connectivity speed of each data center? (100Mbps, 500Mbps, 1GBps, 10GBps, etc.)	Uncommon has a 1GB link from each school/site to the data centers. From the data centers, there is are 10GB lines to the internet and 10gbs between datacenters.

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Q-79	CAI	What is the total number of users with email addresses?	Every staff and student has an email address as it's a primary identifier in Uncommon's IAM systems.
Q-80	CAI	What is the backend core switching speed? (1GB, 10GB, 40GB, 100GB, etc.)	Uncommon has 10GB backbone uplinks from IDF switches to respective core switching at each individual location. There is 10GB switching at the data centers as well as multiple 10GB links between data centers for redundancy.
Q-81	CAI	What is the total number of Cloud VM's? (For example, total number of EC2 instances in AWS?, GCP, Azure, etc.)	This is outside the scope of this RFP; Uncommon IT staff mananges and maintains all cloud services (outside M365 and Google Workspace).
Q-82	CAI	Regarding Log/SIEM collection: How many gigabytes per day are collected currently? (5GB, 10GB, 20GB, 50GB, etc.)	Uncommon does not have a SIEM.
Q-83	CAI	Is there an asset management tool in place today? If so, does it do auto discovery?	Uncommon currently owns and uses Asset Panda for Chromebook inventory management. The incumbent supplies a system for laptops and infrastructure devices. The vendor should plan on bringing a solution for non-Chromebook assets.
Q-84	CAI	Should their own vendor bring asset management platform?	Yes, for Windows computers and Apple devices. See Q-83 for Chromebooks.
Q-85	CAI	Is there an CMDB in place today? If so, how does it stay current?	See Q-149
Q-86	Charter Tech Solutions	Managed network device counts. Can you share rough order-of-magnitude counts for managed network infrastructure (access switches, core switches, routers, wireless access points) by building.	See Q-109 for the full count. You can use the site list in Appendix A of the RFP to determine roughly count by building (fewer than a dozen of our schools are co-located)
Q-87	Charter Tech Solutions	Co-located buildings and shared-facility exclusions. Are any of the 52 sites shared facilities where a third party manages portions of the network, the physical security stack, or the WAN handoff. Common cases are landlord-managed cameras, access control panels, or shared-tenant building services	Each Uncommon school manages its own facilities, including building managment systems, access control and cameras. Each of those systems are managed by Uncommon's Facilities team. These systems do connect to Uncommon's production network and the vendor will be expected to work with Uncommon's Facilities team when they install, upgrade or perform maintenance on these systems to assign network resources and troubleshoot issues. There are a few schools in Brooklyn that are co-located with DOE schools; the above is still true for those schools.
Q-88	Charter Tech Solutions	Network-attached endpoints beyond switching and wireless: Can you provide a rough order-of-magnitude of network-attached printers, IP cameras, door access controllers, AV and Smart Board control systems, building automation, and similar endpoints. If any subset is excluded, please name the exclusions.	- 994 Printers and copiers - IP Cameras are outside the scope of this RFP - door access controllers are outside the scope of this RFP - AV and smartboard control systems are outside the scope of this RFP - building automation and similar endpoints are outside the scope of this RFP
Q-89	Charter Tech Solutions	Incumbent and transition. Section 4 references transition pricing, and Guy confirmed Tuesday that an incumbent is potentially in place. Please confirm (a) whether an incumbent MSP is currently delivering these services, (b) whether the incumbent has been notified of the RFP, and (c) the level of cooperation bidders should plan for during cutover (knowledge transfer, runbook handoff, credentials, asset inventory exports).	There is an incumbent. They are aware of the RFP. Full cooperation is expected.
Q-90	Charter Tech Solutions	Ticket volume baseline. Mark mentioned the team could share ticket data. For staff sizing, the most useful cuts would be (a) monthly ticket counts for the trailing 6 to 12 months, (b) split by school-level vs. enterprise-level, (c) priority mix (P1 through P4), and (d) average MTTR by priority. If category-level data is available (laptop, network, AV, account access, etc.), even better.	See Q-47
Q-91	Charter Tech Solutions	Internal IT team interface. Section 3 frames the MSP as augmenting Uncommon's internal Data & IT team. Can you share (a) the headcount and role mix of the internal team that the MSP will interface with, (b) the published end-user routing matrix Marc referenced, and (c) the systems where ticket transfer between teams is expected (single shared queue, federated APIs, manual handoff).	The internal support team has a staff of 8. They are focused on instructional support and guidance. The knowledgebase is internal and not publicly accessible but has roughly 1,300 articles and is actively maintained by said support team. Ticket transfers are manual; in cases where users are referred from one support team to the other, a new ticket must be created. In practice, most users know which team they need for a given question; the operational overlap between the two teams is narrow. Examples of overlap: 1. A user reaches out to the MSP to have software installed but it's not yet approved. The MSP would need to work with Uncommon IT to approve and install said app. 2. A user reaches out to Uncommon IT Support becasue they cannot log into our SIS. After troubleshooting, it's determined to be a laptop issue and needs to be referred to the MSP for further troubleshooting.

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	Asking Vendor	**Question**	**Answer**
Q-92	Charter Tech Solutions	Artifacts and evidence inside a single PDF. Section 5 calls for one PDF. For supporting artifacts (communication style guides, sample SLA reports, NOC dashboard screenshots, playbooks, customer-success case studies), do you want them embedded as additional pages of the same PDF, or are hosted links to controlled-access copies acceptable. If links are acceptable, are link-gating mechanisms (Google Drive view-only, password-protected SharePoint) preferred over open links.	See Q-46
Q-93	Charter Tech Solutions	SOC 2 Type II documentation. Can this be in place by the time of contract start? Or at the proposal stage,	See Q-12
Q-94	Charter Tech Solutions	should the SOC 2 Type II report itself be included in the submission, or is the auditor's attestation letter sufficient?	UPDATE: Vendors should provide any proof of SOC 2 compliance or progress towards compliance they have. See updated answer for Q-12.
Q-95	Charter Tech Solutions	Proprietary information handling. Guy confirmed the review is conducted only by Uncommon employees, which is helpful. Two clarifications: (a) does any portion of the submission, including the proprietary section, pass through a third-party reviewer (outside consultant, advisor, board observer) at any phase, and	Bids will be reviewed exclusively by Uncommon Staff and our business administrator/purchasing agent for New Jersey, who serves in a consulting capacity with contracted obligation to confidentiality.
Q-96	Charter Tech Solutions	What is the retention and disposition policy for proprietary materials after the award decision?	To comply with New Jersey state law, Uncommon must retain all records relating to public solicitations including RFPs for 7 years.
Q-97	Charter Tech Solutions	Five-year growth trajectory. To size NOC capacity, regional onsite footprint, and asset lifecycle planning, what is the planned trajectory through 2031 (new school openings, projected staff and enrollment growth, geographic expansion).	See Q-42
Q-98	Charter Tech Solutions	Reference format. Section 5.4 directs to Form C for customer references. Should references reflect engagements at comparable scale (multi-state, multi-site K-12) only, or are single-network or smaller-scale references in scope as long as the technical environment is analogous.	Section 5.4 of the RFP provides the necessary information.
Q-99	Golden Five	Who is the incumbent MSP?	This question falls outside the scope of information Uncommon will be providing during the RFP process.
Q-100	Golden Five	What portions of the scope are currently outsourced versus managed internally?	All services requested in this RFP are provided by the incumbent.
Q-101	Golden Five	What internal staffing levels exist today (Help Desk, Infrastructure, Security, Network, Applications, PMO)?	All services requested in this RFP are provided by the incumbent.
Q-102	Golden Five	What service delivery challenges exist today that the new MSP should address?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-103	Golden Five	How many physical servers and virtual servers exist across both data centers?	The full list of servers hosted by the incumbent is here. The vendor is not required to host all of them; only provide the same services (for example, if you have a cloud print solution that's not PaperCut, then we no longer need the PaperCut server)
Q-104	Golden Five	What virtualization platform is used (VMware, Hyper-V, Nutanix, etc.)?	All services requested in this RFP are provided by the incumbent. Uncommon would expect the MSP to provide appropriate services to support the requirements of this RFP.
Q-105	Golden Five	What is the current storage platform?	Uncommon currently has significant storage accross multiple platforms: Google Drive, Microsoft OneDrive and a SAN hosted in Uncommon's data center.
Q-106	Golden Five	Are there any cloud-hosted servers (Azure, AWS, Google Cloud)?	This is outside the scope of this RFP; Uncommon IT staff mananges and maintains all cloud services (outside M365 and Google Workspace).
Q-107	Golden Five	What applications are hosted in the Virginia and New York data centers?	There are a handful of virtual servers hosting applications like Uncommon's bell scheduling system and current file share auditing server. There is also a SAN that hosts Uncommon's enterprise Shared Drive shares.
Q-108	Golden Five	Can Uncommon provide: • Network topology diagrams? • WAN diagrams? • Data center architecture diagrams?	Uncommon will not be providing network diagrams as part of the RFP process. Vendors should propose their approach to network management and engineering based on the environment description and requirements outlined in the RFP document.

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Q-109	Golden Five	How many: • Cisco switches? • Juniper devices? • Firewalls? • Wireless access points?	- 291 Cisco Switches - 28 Juniper Switches - 40 on-prem Palo Alto Firewalls - 2,016 WAPs
Q-110	Golden Five	What firewall platforms are currently deployed?	This is managed by the MSP. Uncommon would expect each vendor to have the necessary tools in place to support the monitoring of its infrastructure.
Q-111	Golden Five	Are SD-WAN solutions in use today?	This is managed by the MSP. Uncommon would expect each vendor to have the necessary tools in place to support the monitoring of its infrastructure.
Q-112	Golden Five	What network monitoring tools are currently deployed?	This is managed by the MSP. Uncommon would expect each vendor to have the necessary tools in place to support the monitoring of its infrastructure.
Q-113	Golden Five	Can Uncommon provide endpoint counts by operating system? How many: • Windows laptops? • Mac devices? • iPads? • Android devices?	- Windows laptops are in Section 4.1 of the RFP - 130 Macbooks - 796 iPads - Android devices are only supported on a best-effort basis and not included in the scope of this RFP
Q-114	Golden Five	What percentage of staff devices are refreshed annually?	Staff devices are on a 3-year replacement cycle. Given variations in purchasing from year-to-year, it is not exactly 1/3 of devices per year but that can be a good assumption to use.
Q-115	Golden Five	What is the expected onsite visit frequency per school?	Vendors should make a recommendation based on their experience
Q-116	Golden Five	Are there minimum onsite staffing requirements per region?	Vendors should make a recommendation based on their experience
Q-117	Golden Five	Does Uncommon expect: • Dedicated onsite technicians? • Shared regional technicians? • Hybrid model?	Vendors should make a recommendation based on their experience
Q-118	Golden Five	Are any technicians currently stationed full-time at schools?	No.
Q-119	Golden Five	What are the expected business hours for onsite support?	Business hours for onsite support are coordinated regionally. On-site support should expect to be available in person for the duration of school hours at minimum.
Q-120	Golden Five	Are after-hours events, board meetings, or testing periods expected to require onsite presence?	After hours onsite user support is not expected. There are occations where after hours onsite engineering may be required for things like mid-year networking changes or major technology roll-outs.
Q-121	Golden Five	Can Uncommon provide: • Annual ticket volume? • Monthly average ticket volume? • Ticket volume by priority?	See Q-47
Q-122	Golden Five	What are current SLA targets and actual performance metrics?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-123	Golden Five	What percentage of tickets are resolved remotely?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-124	Golden Five	Is Uncommon expecting the MSP to provide MDR/SOC services or manage existing security tools?	Yes, it is expected that the MSP will provide MDR/SOC. The vendor will likely have different platforms within their SOC and Uncommon would expect those to be used. The exception is the SentinelOne, Bullwall, and Abnormal AI platforms. Uncommon has multi-year contracts with these vendors. The MSP would be expected to run SentinelOne and Bullwall. Uncommon manages Abnormal AI internally.
Q-125	Golden Five	What security tools are currently deployed?	SentinelOne, Bullwall Ransomcare, and Abnormal AI web filter platform.
Q-126	Golden Five	Is SentinelOne already licensed and operational?	Yes.
Q-127	Golden Five	Is Microsoft Defender being used?	No. Uncommon uses SentinelOne EDR. Uncommon has a 3-year contract with SentinelOne.
Q-128	Golden Five	Is Microsoft Sentinel deployed?	Microsoft Sentinal is not deployed.
Q-129	Golden Five	Are third-party SIEM platforms currently in use?	Uncommon does not employ a third-party SIEM

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Q-130	Golden Five	Have there been any major cybersecurity incidents within the past three years?	Uncommon had 1 major incident related to staff account takeover approximately 18 months ago. Since then Uncommon has not had any due to security hardening that was implemented.
Q-131	Golden Five	What are the current RTO and RPO expectations for critical systems?	For the purposes of the RFP, assume RTO of 4 hours and RPO of 24 hours. Each bidder, however, should feel free to recommend other values based on their experience.
Q-132	Golden Five	Is there an existing incident response plan?	Uncommon expects the vendor to recommend a plan based on their expertise and experience. This may or may not match what is currently in place.
Q-133	Golden Five	Does Uncommon currently conduct: • Vulnerability assessments? • Penetration testing? • Security awareness training	Yes for all, but it is managed by Uncommon's internal team and is not in scope for this RFP.
Q-134	Golden Five	What is the authoritative source for identity management (HRIS)?	Workday is the authoritative source for staff accounts. PowerSchool (SIS) is the authoritative source for student accounts.
Q-135	Golden Five	Is Workday currently used for employee lifecycle management?	Yes, Workday is a source system for all staff accounts.
Q-136	Golden Five	What identity synchronization tools are currently deployed?	Uncommon uses OneLogin for its IAM, AD for Microsoft management, Google Directory for Google management.
Q-137	Golden Five	Are provisioning and deprovisioning processes automated today?	Uncommon has a mix of automated and manual processes currently in place. Uncommon has worked recently to improve the consistency and quality of the data available to fully automate. The goal is full automation.
Q-138	Golden Five	Approximately how many employee onboarding/offboarding transactions occur monthly?	Onboarding: A straight average of the last 12 months shows Uncommon onboards 98 staff members per month. - However, accounting for the outlier of August where Uncommon hires the majority of its new teachers, the average is 57 new hires each month. - In August 2025, 540 new staff members were onboarded. Termination: An average of the last 12 months shows Uncommon terminates 74 staff members per month - However, there are 2 outliers in the months of June and August. Excluding those months, the average is 41 terminations for all the other months. - In August 2025, 153 staff were terminated. - In June 2025, 311 staff were terminated.
Q-139	Golden Five	What Microsoft licensing model is currently used?	M365 A3
Q-140	Golden Five	How many Microsoft 365 licenses are managed?	Uncommon has 3,140 M365 A3 licenses for staff.
Q-141	Golden Five	Are GCC or GCC High environments required?	No, Government Community Cloud is not required.
Q-142	Golden Five	What Google Workspace edition is deployed?	Google Workspace for Education Enterprise
Q-143	Golden Five	How many Google Workspace student accounts are managed?	Uncommon serves staff, student, and resource accounts on Google. For the purposes of the RFP, assume 25,000 active accounts on Google.
Q-144	Golden Five	What third-party integrations exist with Microsoft 365 and Google Workspace?	There are many; Uncommon uses user data in both systems for many purposes. In most cases, the integrations are created and managed by Uncommon staff. In cases where the MSP needs to build one, it is usually considered a project and scoped outside the normal MSP roles and responsibilities. In short, this does not need to be included in the proposed pricing structure.
Q-145	Golden Five	Can Uncommon provide counts for: • Interactive displays? • Projectors? • Classroom audio systems? • Document cameras? • Digital signage?	Each location is allowed to choose the best devices to meet their specific needs. The MSP is not expected to manage these systems outside of making sure a segregated network is avaialble to the device.
Q-146	Golden Five	Are classroom AV systems standardized across regions?	No, each location is allowed to choose the best devices to meet their specific needs. The MSP is not expected to manage these systems beyond a best effort.
Q-147	Golden Five	Is support expected on a best-effort basis or full break/fix responsibility?	See Q-71

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Q-148	Golden Five	What asset management platform is currently used?	For staff and student laptops, the asset management solution is provided by the incumbent. The vendor would need to include their own solution in their pricing structure.
Q-149	Golden Five	Is there a centralized CMDB?	We do not have a central CMDB but do have running configuration backups achieved by leveraging several different integrations
Q-150	Golden Five	Are endpoint inventories currently accurate and audited?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-151	Golden Five	What percentage of assets are currently under manufacturer support?	100% with the exception of Chromebooks and iPads
Q-152	Golden Five	What backup platforms are currently deployed?	Since each vendor will set up their data center differently, Uncommon expects the vendor to make a recommendation based on their experiences.
Q-153	Golden Five	What systems are currently backed up?	Since each vendor will set up their data center differently, Uncommon expects the vendor to make a recommendation based on their experiences.
Q-154	Golden Five	What is the current backup retention policy?	The vendor should make a recommendation based on their experience.
Q-155	Golden Five	Are immutable backups already implemented?	Yes.
Q-156	Golden Five	What were the results of the most recent DR test?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-157	Golden Five	How frequently are restoration tests performed?	The vendor should make a recommendation based on their experience.
Q-158	Golden Five	What is the annual budget allocated?	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-159	Golden Five	Should cybersecurity tooling costs be included in the recurring fee or priced separately?	Unsure what "tooling" means. If it's setting up and/or migrating a new platform, that would likely be a project and be a one-time fee. The maint & support to keep the platform updated would typically be a recurring charge.
Q-160	Golden Five	Should Microsoft licensing procurement be included in pricing or billed directly by Microsoft?	Yes, the vendor should be the purchasing agent. The bill would come to the vendor and then the amount would be billed directly to the each location based on their usage.
Q-161	Golden Five	Are hardware procurement and refresh activities expected to be included in the managed service fee?	Uncommon performs the bulk of its procurement and refresh activities during the summer and the cost for managing those projects can be negotiated seperately outside of the managed service agreement. During the operational school year, however, hardware procurement and refresh activities (which occur on a much smaller scale) should be included in the managed services fee.
Q-162	Canon	How many physical and/or virtual servers are hosted across the two data centers (Virginia and New York)? What operating systems and hypervisors are currently in use (e.g., VMware, Hyper-V, Proxmox)? Approximately how many are production systems vs. development or staging?	See Q-107
Q-163	Canon	Are the data centers in Virginia and New York co-location facilities leased by Uncommon, or are they owned/operated by the current MSP? Will the incoming vendor be expected to assume any co-location contracts, cage access agreements, or data center relationships?	See Q-10
Q-164	Canon	Is the Active Directory environment a single forest/single domain, or a multi-domain/multi-forest structure? Approximately how many AD objects (users, computers, GPOs) are currently in the environment?	See Q-55
Q-165	Canon	What M365 licensing tier is currently in use (E1, E3, or E5)? Are services such as Microsoft Defender for Endpoint, Intune, and Azure AD P2/Entra ID Governance currently licensed and actively deployed?	See Q-139 and Q-140
Q-166	Canon	Is Google Workspace used by staff, students, or both? What edition is currently in use (e.g., Education Fundamentals, Education Standard, Education Plus, or Teaching & Learning Upgrade)? Approximately how many active Google Workspace accounts are in scope?	See Q-142, Q-143, and Q-144
Q-167	Canon	What is the current PSA/ticketing system, RMM platform, and documentation tool in use today (e.g., ConnectWise Manage, Autotask, N-central, NinjaRMM, IT Glue, Confluence)? Is Uncommon expecting the incoming vendor to adopt these same tools, or is the vendor permitted to propose its own platform with a data migration plan?	See Q-56

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Q-168	Canon	SentinelOne is listed as a managed vendor relationship. Is SentinelOne the currently deployed EDR platform? Is MDR currently active, and if so, is it delivered by a third-party SOC or managed in-house by the current MSP? Will the incoming vendor be expected to retain SentinelOne, or may they propose an alternative EDR/MDR stack?	See Q-124
Q-169	Canon	What backup platform is currently in use (e.g., Veeam, Acronis, Datto, Zerto)? Is backup storage on-premise, cloud-based, or both? Does the current solution qualify as an immutable backup per the RFP requirement, or will the incoming vendor need to implement a new solution?	See Q-60
Q-170	Canon	Are the EVPL circuits connecting schools and regional offices to the Virginia data center managed by the current MSP, or by Uncommon directly? Will the incoming vendor be expected to manage carrier relationships, circuit escalations, and renewals?	They are managed by the incumbent and the vendor will be expected to manage all of those.
Q-171	Canon	The scope includes facilitating replacement and procurement of new devices. Is the vendor expected to act as a Value Added Reseller (VAR) and hold paper for hardware purchases, or is the vendor expected to manage the process while Uncommon purchases hardware directly? Are there preferred procurement vehicles (e.g., state contracts, co-ops) Uncommon currently uses?	Uncommon's preference is for the vendor to act as a VAR. To the greatest extent possible, the vendor should maximize savings for Uncommon through appropriate procurement vehicles (e.g., an OMNIA contract).
Q-172	Canon	Section 3.2 states E-rate services are out of scope. Can Uncommon confirm which specific services are currently E-rate funded (e.g., internet circuits, network equipment management, managed Wi-Fi) so vendors can ensure their proposals contain no overlap with or gap in E-rate-covered services?	The purpose of section 3.2 is to state that Uncommon does not need the vendor to provide E-Rate consulting services. Uncommon works with a consultant to apply for E-Rate funding for all eligible Category 1 and Category 2 services and to manage the reimbursement process. The vendor will manage the services/hardware purchased through E-Rate.
Q-173	Canon	The RFP references approximately 19,000 student Chromebooks. Are these devices in scope for Google Admin Console management (policy enforcement, app deployment, device enrollment), break/fix support, and/or reimaging under this contract? To what degree is the vendor expected to manage the student Google Workspace domain vs. Uncommon managing it directly?	See Q-53 and Q-71
Q-174	Canon	What VoIP platform is currently deployed across Uncommon locations? How many handsets or users are in scope across all 63 locations? Is VoIP troubleshooting limited to end-user support, or is the vendor expected to manage the telephony platform itself?	The current solution is Asterisk hosted in Uncommon's data center. Uncommon is beginning to roll out Zoom Phone this year and anticipates most schools will be running on Zoom Phone by the time the contract begins. The vendor is expected to manage the telephony platform as well as manage all handsets and dial plans. You can assume every classroom and office has a handset.
Q-175	Canon	What wireless access point vendor and management platform is currently deployed across schools (e.g., Cisco Meraki, Juniper Mist, Aruba, Ubiquiti)? Approximately how many WAPs are in the environment across all sites? Are WAPs managed under E-rate and therefore excluded from this scope?	Management of all E-Rate services/hardware is part of the RFP scope. See Q-172.
Q-176	Canon	Approximately how many printers are across all 63 locations? Is printer management limited to break/fix troubleshooting and support, or does it include proactive fleet management, supply ordering, and procurement facilitation?	Uncommon currently uses PaperCut, a cloud based print management platform. The vendor will be expected to manage that platform (or include in their pricing their own print management solution). Management is limited to break/fix troubleshooting and support as well as procurement. Schools manage their own supplies (paper, toner, etc) or have a seperate contract for fleet management.
Q-177	Canon	What types of classroom technology are currently deployed across school sites (e.g., interactive whiteboards, projectors, document cameras, AV receivers)? Are these assets tracked in a central inventory, and are they district-purchased or individually school-purchased?	See Q-71
Q-178	Canon	What is the current on-site visit frequency per school under the existing MSP arrangement? Is there a minimum frequency Uncommon expects to see proposed, or is the vendor given full latitude to recommend a model provided SLAs are met?	See Q-37
Q-179	Canon	How many on-site technicians does the current MSP have deployed, and how are they distributed across the five regions (Brooklyn, Newark, Camden, Rochester, Boston)? Understanding the current model would help vendors right-size their staffing proposals without over- or under-bidding.	See Q-63
Q-180	Canon	Does Uncommon require that the incoming vendor station dedicated full-time technicians at specific regional offices (hub model), or is a mobile dispatch model acceptable provided that SLAs and scheduled visit frequency are met?	No, Uncommon does not require a full-time technician at specific regional offices. The vendor should include the regional offices in their proposed onsite visit schedule.
Q-181	Canon	Can Uncommon share average monthly ticket and call volume for the current service desk? A breakdown by priority tier (Outage, Urgent, High, Normal, Low) or by issue category (hardware, software, account, connectivity) would assist vendors in accurately staffing and pricing the helpdesk component.	See Q-47

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Q-182	Canon	Beyond the 24/7 NOC monitoring requirement, what are Uncommon's expectations for after-hours end-user support? For example, are evening events, weekend activities, or extended school programming expected to be covered under base fees or priced separately?	See Q-120
Q-183	Canon	Is there any expectation or preference that the incoming vendor offer employment to existing MSP technicians currently servicing Uncommon locations? Are there any state or local labor regulations (e.g., successor employer provisions in NY or NJ) that may apply to this transition?	See Q-72
Q-184	Canon	How many Computer Based Testing events (state tests, AP exams, Regents, SATs, PSATs) occur per year across the 52 schools? Is there a master testing calendar available to vendors? Are these events expected to be covered exclusively by on-site technicians, or may remote support supplement?	See Q-38
Q-185	Canon	Does this contract trigger New Jersey Prevailing Wage Act requirements for the on-site technicians working at NJ school locations? If so, will Uncommon provide the applicable prevailing wage determinations, or is the vendor expected to obtain these independently?	See Q-26
Q-186	Canon	The RFP requires all individuals (including subcontractors) to pass Uncommon background checks at the vendor's expense before performing any services. Can Uncommon describe its background check process: what screening is performed, who administers it, what the typical turnaround time is, and whether pre-approved screening equivalents are accepted (e.g., FBI fingerprinting already on file)?	Finger printing is the minimum requirement. Beyond fingerprinting, vendors are encouraged to describe their standard background check practices in their proposal, including any additional screening components they employ.
Q-187	Canon	The Multi-Year Pricing tab of the Cost Proposal workbook contains an unfilled placeholder: [INSERT ESCALATION CAP, e.g., CPI + 1% or 4%, whichever is less]. Please confirm the maximum not-to-exceed annual escalation rate that vendors must apply for Years 2 through 5, so that proposals are comparable.	That should read "Lesser of CPI or 4%".
Q-188	Canon	The RFP references 5-year pricing but does not explicitly define the base contract period and option year structure. Is this a single 5-year base contract, a 1-year base with four annual renewal options, or another structure? Please confirm the base term and the number and duration of renewal options.	Year 1 is the base. Referencing Q-187, each year of the contract, the actual cost increase would be determined by the "Lesser of CPI or 4%" cap. The start of each contract year is not a renewal but an adjustment period.
Q-189	Canon	Can Uncommon share the approximate current annual spend on managed IT services (Enterprise and End User combined), even as a broad range? This helps vendors calibrate competitive and realistic pricing rather than relying on pure estimation.	This question falls outside the scope of information Uncommon will be providing during the RFP process. Vendors are encouraged to address this topic in their proposals based on the requirements outlined in the RFP.
Q-190	Canon	Section 3.10 requires onboarding costs to be included as one-time fixed-price items. Does Uncommon have a budget ceiling or target range for onboarding/transition costs, or are these entirely vendor-defined? Understanding this helps vendors determine how to scope transition activities.	The onboarding plan should be a "desired" plan from the vendor's perspective. List assumptions you are making in drafting the plan (e.g. the incumbent vendor is fully cooperative, network diagrams are complete and up-to-date, etc) and price accordingly.
Q-191	Canon	Can Uncommon clarify the expected split between work covered under the base monthly fee and work that would be billed as project T&M? For example, is a summer break network refresh at 15 schools considered included in base fees or a separately billable project? Guidance on this distinction will help vendors complete the Project Mgmt tab accurately.	Larger scale projects such as a summer break network refresh are expected to be scoped as a project and managed outside the scope of the managed services agreement. In the RFP, Uncommon asks vendors to share how they approach the distinction more generally.
Q-192	Canon	Can Uncommon identify the current managed services provider? Knowing the incumbent helps vendors assess transition complexity, potential conflicts of interest, and the degree of cooperation likely during the knowledge transfer period.	This question falls outside the scope of information Uncommon will be providing during the RFP process.
Q-193	Canon	The timeline shows a vendor selection target of October 30, 2026, and a contract start of July 1, 2027, a gap of approximately nine months. Can Uncommon clarify the reason for this lead time? Are any pre-onboarding or pre-start activities expected or compensated during this window, or is July 1, 2027 a hard start with no pre-work?	The time before the contract start date is to allow for any potential transition work that is needed, and will be compensated. July 1, 2027 is not expected to be a hard start date without pre-work.
Q-194	Canon	What is the current state of environment documentation (network diagrams, server runbooks, configuration records, asset inventories)? Will the incumbent be contractually required to deliver a structured documentation package to the incoming vendor, or should vendors plan for a documentation gap and include knowledge-capture activities in their transition plan?	The current state of environment documentation is good and we expect full cooperation from the incumbent. That being said, the vendor should still expect some knowledge capture activities in their transition plan to confirm the accuracy of existing documentation and identify any potential documenation gaps.
Q-195	Canon	Is Uncommon planning a parallel or co-managed operation period during the transition, where both the outgoing and incoming vendors are active simultaneously? If so, for how long, and how will responsibilities be divided? Will transition costs be evaluated separately from ongoing service costs in the scoring?	Yes, Uncommon expects there to be overlap between when the contract is signed and 7/1/27 when it takes effect. During that time, the vendor should drive the planning for all on-boarding activities and inform Uncommon when it will be ready to take on each responsibility. Costs for the transition will be evaluated seperately than the ongoing service costs.

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	Asking Vendor	**Question**	**Answer**
Q-196	Canon	The Table of Contents identifies Appendix A as the Master Site List, while Section 10.1 (Submission Requirements) identifies Appendix A as the Cost Summary. Can Uncommon clarify the correct labeling so proposals are organized consistently and not inadvertently disqualified on formatting grounds?	Appendix A of the RFP is for the vendors' use as a reference and should not be inlcuded in the submission. The submission requirements defined in Section 10 of the RFP will not follow the same structure of the RFP. In the submission, Appendix A should be the cost summary.
Q-197	Canon	Section 3.1 states vendors may propose for one or both service areas. In the evaluation process, will proposals covering only one area be scored on equal footing with full-scope proposals, or will full-scope proposals receive preference in scoring?	Uncommon will use the same scoring rubric for all vendor proposals, regardless of which service areas are included.
Q-198	Canon	Section 8.1 references finalist presentations in September 2026. Can Uncommon provide guidance on the expected format, duration, required participants (e.g., must a technical lead attend), and whether demonstrations of tools or NOC environments will be expected?	The format for finalist presentations will be shared when finalists are notified.
Q-199	Canon	Q11 requires proof of SOC 2 Type II certification at proposal submission. If a vendor's current audit period has ended and a renewal audit is in progress, will a bridge letter from the auditing firm or an interim audit report be acceptable in lieu of a current certificate?	UPDATE: Vendors should provide any proof of compliance or progress towards compliance they have. See updated answer for Q-12.
Q-200	Canon	The New Jersey Required Forms document references Form 8 (Russia/Belarus Disclosure) by title only; the full form content was not included in the provided document. Where can vendors obtain the complete Form 8?	Vendors can use the version of Form 8 included in the New Jersey Required Forms packet on Uncommon's web pages. The New Jersey revision from 2024 will also be accepted, and can be found here.
Q-201	Canon	If two vendors submit a joint proposal with one designated as the primary vendor, is the sub-vendor's cost included in the primary vendor's cost proposal workbook, or should the sub-vendor submit a separate cost file? Should the sub-vendor also complete the New Jersey required forms independently?	See Section 7.1 in the RFP.
Q-202	Canon	Section 10.3 states that confidential proposal materials must be segregated and accompanied by an executed Non-Disclosure Agreement for Confidential Materials. Can Uncommon provide the NDA template, or must vendors supply their own?	If vendors require an NDA to protect their proprietary information, they should provide their own NDA.
Q-203	Canon	Does Uncommon currently carry its own cyber liability insurance policy? Understanding this will help vendors clarify where their coverage obligations begin and end, particularly with respect to the ransomware/extortion payment coverage requirement in Section 9.2.	Yes.
Q-204	Canon	Section 9.2 lists ransomware/extortion payments as a required coverage element under the vendor's cyber liability policy. Can Uncommon confirm whether it expects the vendor's policy to cover the actual payment of ransoms, or merely to cover incident response costs, notification costs, and regulatory defense arising from a ransomware attack?	Uncommon's cyber insurance will cover any attacks that are specifically directed at Uncommon. The vendor's cyber liability insurance would cover any attacks directed at the vendor or vendor's other customers where the attack has a negative impact on Uncommon's operations. For example, if the vendor is successfully compromised by a ransomware attack such that Uncommon's operations are impacted, the vendor's liability insurance would cover any ransom payment or other remediation costs or short-term transfer of Uncommon's operations to another vendor while remediation is under way.
Q-205	Canon	Is Uncommon currently operating under a publicly posted Data Privacy and Security Agreement (DPSA) with the current MSP per NYS Ed Law 2-d requirements? Will the incoming vendor be expected to execute a new DPSA from Day 1 of the contract, and will Uncommon's legal team provide a template, or is the vendor expected to draft it?	The vendor will be required to adhere to the data privacy laws in all states in which Uncommon operates. Uncommon will provide the necessary documents during contracting.
Q-206	Canon	Section 9.2 references the NJ Data Protection Act (S332, effective January 2025). Can Uncommon clarify whether it expects the vendor to serve as a data controller or data processor under this framework, and what specific operational obligations Uncommon is expecting the vendor to implement or document?	Uncommon expects that the vendor will operate as the Data Processor while Uncommon fulfills the Data Controller role. Specific langauge will be included in the contract but you can assume typical data privacy requirements and safeguards will be required as a Data Processor and that any 3rd-party entities you contract with will be bound by the law and the contract.
Q-207	Canon	The selected vendor will be required to execute a FERPA-compliant DPA and sign the Parents' Bill of Rights. Will Uncommon provide its own DPA and Parents' Bill of Rights templates for review during the proposal stage, or will these be negotiated post-award?	Uncommon will provide these post-award.
Q-208	Canon	The Vendor Questionnaire (Q12/Q14) asks how vendors handle subprocessors that do not have compliant DPAs. Does Uncommon have an approved subprocessor list or a preferred DPA template that vendors are expected to push down to their subprocessors, or is compliance methodology entirely vendor-defined?	See Q-205 and Q-206
Q-209	Canon	Section 9.2 requires broad indemnification with no stated liability cap. Given that Section 9.1 confirms Uncommon will prepare and negotiate a contract with the selected vendor, is Uncommon open to negotiating a mutual aggregate liability cap (e.g., fees paid in the preceding 12 months), with carve-outs for gross negligence and willful misconduct?	A cap based on fees paid in the preceding 12 months is acceptable, subject to standard carve-outs for gross negligence and willful misconduct.

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	Asking Vendor	**Question**	**Answer**
Q-210	Canon	Section 9.2 states Uncommon may terminate the contract for repeated failures to meet SLAs, but does not define repeated or specify a cure period. Can Uncommon clarify: (a) how many consecutive SLA failures constitute repeated failures; and (b) whether a written cure notice and remediation plan opportunity will be provided before termination is exercised?	For the purposes of this RFP, "repeated failures" is defined as two (2) consecutive months (or reporting periods) of SLA non-compliance. In the event of such failures, Uncommon will provide a written notice of deficiency. The vendor will then have a 30-day cure period to submit and execute a mutually agreed-upon remediation plan before Uncommon exercises any termination rights.
Q-211	Canon	Section 2.10 permits Uncommon to terminate the contract at fiscal year-end with 60 days notice if funds are not appropriated. Will Uncommon consider including a wind-down provision that compensates the vendor for pre-committed resources or stranded costs in the event of a funding-driven termination?	Uncommon will agree to a wind-down provision - this would be limited to actual, non-cancelable third-party expenses and direct unrecoverable costs incurred by the vendor for this specific project, up to a reasonable capped amount to be agreed upon during the final contract negotiation phase.
Q-212	CAI	Is maintaining a dual data center model a requirement for Uncommon?	No, Uncommon does not require two geographically separate data centers, as long as the vendor can demonstrate strong resiliency in their network design. Our goal is high availability for services across all schools.
Q-213	CAI	Are vendors expected to physically host Uncommon's servers and infrastructure in a vendor-owned or vendor-managed facility, or is a cloud-hosted or hybrid solution acceptable?	Uncommon welcomes proposals with a range of network designs and implementations. An addendum including a high-level diagram of our current solution has been added for reference.