



Department of Procurement Services

3176 Jackson Avenue · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

IFB 10062026MT – POINT OF SALE COMPUTERS (CNC)

1. At the beginning of the Scope of work, the IFB States the following:
“The awarded vendor must have the resources and expertise to support device deployment and imaging through Microsoft SCCM and Intune”

However, in section 12 the IFB contains:

The awarded bidder must provide Order Fulfillment delivery within 90 days to the deployment vendor below.

Unistar Sparco

7089 Ryburn Drive

Millington, TN 38053

Is it the expectation of MSCS for the awarded vendor to supply, configure, install, and provide post deployment support for the devices if awarded?

MSCS does not require vendors of preferred brands—such as Dell and HP—to provide post-configuration or software support. These devices are already fully supported through existing partnerships with Microsoft and District IT. However, if a vendor submits a bid using a non-preferred or third-party POS brand, that vendor must comply with all post-configuration requirements and support services requested by District IT. This ensures the device meets district standards for security, compatibility, and ongoing maintenance.

2. Will the kiosk screens be touched by students and nutrition staff?

No, just nutrition staff.

3. Will the webcam be used for teleconferencing and payment?

No just for training purposes.

Thank you,

Procurement Services