



**Siembra LHS - Technology Services RFP #SLHS-2025-02
Answered questions**

Please confirm if we are required to submit hourly rates for technicians that will be providing services listed in the SOW :

Yes, please submit hourly rates for technicians who will be providing services as outlined in the SOW. While this is a managed services contract, we require this information to ensure transparency for any time-based or out-of-scope work that may arise.

Can you please clarify the reason as to which the scope of services required are managed services? :

The scope of services is classified as managed services because the intent is to engage a provider who will proactively oversee, maintain, and support our IT environment on an ongoing basis—not just respond reactively. This includes monitoring, issue resolution, system updates, and other routine operations, typically under a service-level agreement (SLA).

Can you provide technicians are temporary staff to meet requirements of the SOW? :

Yes, technicians may be temporary staff, provided they meet the qualifications outlined in the RFP and are capable of fulfilling the responsibilities in the SOW. We expect all assigned personnel to maintain continuity and quality of service, regardless of employment classification.