

Questions and Answers RFP092021WA

Apple and Windows Computers Devices Installation, Deployment, and Warranty and Service

1. Would the district consider accepting responses via email?

Answer: Unfortunately, SCS cannot accept electronic proposals to solicitations.

2. Will this be awarded solely to one vendor? Please refer to Page 3, Section 4.0 in the solicitation.

3. Have the computer devices already been ordered? If so, are they with the district? – Devices are ordered throughout the year based on department or school site needs.

4. Would the district consider a split award with either deployment and repairs being awarded to 2 different vendors, or a split award of HP/Lenovo/Microsoft going to one vendor for all services and repairs and Apple/Dell going to another? Please see Page 15, Preferred Qualifications

5. 1-A-1 ... “Responsible for creating, documenting, and installing images” – Does this include application packaging and creating the base image itself? Yes

6. What devices are in Jamf, Intune, or other MDM currently? Apple devices are in JAMF, and Windows devices are in Intune.

7. 1-A-3 ... what are “SCS’ customized image requirements and specifications” as of today? Please refer to 3a on Page 16 and Section D on Pages 16-17.

8. 1-D-3 ... does SCS have a checklist of what “shall be tested” that can be provided (mostly just need to understand time it takes per device) Please refer to Test System bullet on Pages 16-17.

9. Appendix I, Section B: Specific device architecture varies within models and within OEMs. If SCS has one flat rate per incident, it will have a negative impact on the repair cost for SCS. We would like to suggest allowing a range of rates to cover all potential repairs. The tables on pages 48,49, and 50 is requesting an hourly rate for labor, we understand that the cost of parts is in additional charge.

10. How many devices in each product category are expected for year 1? We are unable to project at this time. Additionally, Chromebooks are for private and charter schools only.

Device Type	Quantity
Desktops	
Laptops	
Tablets (Windows OS only)	

Chromebook	
Apple Desktops	
Apple Laptops	
iPads	

11. Will proposals with complete expertise on a single platform (e.g., Apple devices) be considered? **No**
12. Will proposals that focus on a single service be considered (e.g., deployment services only for Apple, Windows, and Chromebook)? **No**
13. Will proposals that bundle additional services (e.g., managed services, buyback services) be considered? **Please refer to verbiage on Page 15 regarding optional services offered near bottom of the page.**
14. What device management (aka MDM) vendor(s) are in use to support the various platforms? **We are currently using Microsoft Intune (Windows devices) and JAMF (Apple devices).**
15. Mobile cart installation:
 - How many carts? **We are unable to project at this time**
 - Manufacturer/model? **Anywhere Cart (30 unit), Aver (36 unit)**
 - Will carts be delivered to individual campuses prior to installation? **No**
16. What is the estimated quantity of units to be deployed/supported under this contract? **We cannot project at this time**
17. What is the standard warranty coverage purchased with each machine? – **Three years**
18. Can you list the warranty coverage (how many years and if they have accidental damage) for each machine listed on the RFP? **Any device purchased has a three-year warranty. Devices associated with the Teacher Device Refresh and any the teacher/admin and student tablets from the recent computer solicitation have Accidental Damage Protection.**
19. Will the district build the original image or will the vendor be solely responsible for building and maintaining an image for the district? **The District will build the original image.**
20. 2018 Konica Minolta acquired MacProfessionals Inc in Farmington Hills Michigan to perform large scale imaging, etching and asset tagging. Will SCS accept the imaging of the devices at that facility, then shipped to the Konica Minolta Memphis warehouse 1710 N Shelby Oaks Dr #15, Memphis, TN 38134 for installation and deployment? - **No**

21. Will there be a participation goal for certified MWBEs? **There no set participation goal.**

23. Will SCS accept proposals for Installation and Deployment Services ONLY, excluding Warranty?
No

24. How many devices can the awarded vendor expect to rollout initially? **We are unable to project at this time.**

25. How many devices does SCS anticipate purchasing during the 1st year of the contract? **We are unable to project at this time.**