



DEPARTMENT OF PROCUREMENT SERVICES

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RFP – Mobile Device Management (MDM) Solution for Apple iOS and macOS Devices on the Network

Questions & Answers

1. Can you provide a quantity breakdown of each device type?

macOS – Approximately 5,000

iOS – Approximately 3,000

Windows – Approximately 110,000

2. The RFP notes under Scope of Services the District’s “....usage of Apple iOS and macOS devices expands beyond niche enterprise use cases....” but does not give any indication of the approximate number of devices to be managed or the number of locations it will be deployed in.

Answer

3. Whether companies from Outside USA can apply for this?

(like, from India or Canada)

Answer Oral presentation as part of the solicitation may be required as well as meetings requirements for the successful vendor. Please see response to question #5

4. Whether we need to come over there for meetings?

Answer Yes, as may be required by the solicitation and requested services.

5. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

Answer Please refer to Part II, Section 20.0 on Page 8 of RFP. Additionally, if the selected solution is cloud hosted, the system must be housed in the Continental U.S. Traffic must also originate from within North America (i.e. U.S. Canada, Mexico) if remote support is given.

6. Can we submit the proposals via email?

Answer No

7. The MWBE form (Appendix H) has no percentage listed for MWBE participation. Should we assume there is no required percentage for this bid? If there are no services, a non-MWBE bidder will have no workshare to offer an MWBE partner.

Answer There is a 10% goal setting for MWBE participation.

Please see Addendum 1 at the link below

<http://www.scsk12.org/procurement/bids.php?page=2&ipp=9&bym=&byyear=>

8. We would like to confirm that a bond is only required for protest purposes and that no bid bond is required with proposal submittal.

Answer No bid bond is required.

9. How many total assets does the Board of Education need to protect for their schools?

Answer Please refer to Page 2, Part I, Section 2.0 of RFP.

10. Does the Board of Education want Managed Services, where the bidder performs all services, or just a straight license resell?

Answer SCS Resources will manage the solution that is implemented.

11. Does the Board of Education require training for the product? If so, please provide the number of attendees, number of training sessions, and whether remote is okay or onsite is mandatory.

Answer Please refer to Page 15 of RFP, next to last sentence, which mentions available services as part of the scoring criteria.

12. On page 28 of the RFP, it lists \$2 million general liability aggregate coverage. On Appendix G, the Certificate of Insurance Coverage form, it list a \$3 million general liability aggregate requirement. Could you confirm which amount is correct? We assume \$2 million is correct, as it is typical for services and work of this size.

Answer The Aggregate coverage for General Liability Insurance is 2 million dollars. See Addendum 1 at the link below

<http://www.scsk12.org/procurement/bids.php?page=2&ipp=9&bym=&byyear=>

13. RFP, Scope of Services, para. 2., states that 2 components are required in the data center. However, we offer a cloud-based solution that is fully accredited under the Federal Government's rigorous FedRAMP Cybersecurity requirements. Would the Board accept a cloud-based solution with high security like this that would also eliminate the Board's cost for physical hardware/software and labor to manage/maintain on-premise equipment?

Answer While an on premise solution is preferred, a cloud-based solution will be considered if all requirements are met, and a TCO comparison can be shown reflecting cost savings.

14. What types of devices and how many of each:

- a. iOS: Please refer to Question 1.
- b. Android: Estimated 200
- c. Windows: Please refer to Question 1.
- d. Chrome: None
- e. Any BYOD management? If so, how many? N/A

15. How are you pushing out images or profiles? Are you using anything like MS Autopilot or Apple DEP (Now Apple School Manager)?

Answer The purpose of this RFP is to identify a deployment solution for devices outside of Windows.

16. How do you manage content available to students and limit what you don't want them to see? Think searches on weapons, pornography, social media apps on their school device and alert the right people when needed?

Answer Please refer to Page 15 of RFP, Scope of Services.

17. Do you have a mobility policy in place?

Answer No

18. Is the school currently using any software to determine adoption and utilization of applications used on the Apple devices?

Answer Please refer to Question 15.

19. What operating systems will scripting be needed for?

Answer Please refer to Page 15 of RFP, Scope of Services.

20. What operating systems will imaging be needed for?

Answer Please refer to Page 15 of RFP, Scope of Services.

21. Page 4: 2.0 Term of Agreement

“The bidder warrants the prices for the proposal under this RFP are not higher than prices currently extended to any other government agency for the same product or service.”

Does this section above refer to any other government agency in the state of Tennessee or the United States?

Answer – United States

What is the timeline regarding this clause? For example, is the warrant of price referring to government agency agreements from the moment the RFP is granted forward, or agreements entered prior to the award?

Answer – From the time the proposal is submitted.

Page 10: Tab D. Fiscal Integrity/Financial Statements

“The Vendor shall include in its proposal, completed audited financial statements including the auditor’s notes, for its last three years. If the Vendor has not had its financial statements audited by an independent accounting firm, the Vendor must submit such un-audited financial statements as it has. Some acceptable methods include but are not limited to one or more of the following:

- a. Recently audited (or best available) financial statements
- b. Dunn and Bradstreet Rating
- c. Standard and Poor’s Rating
- d. Lines of credit
- e. Evidence of a successful financial track record
- f. Evidence of adequate working capital “

22. What kind of confidentiality is offered through this RFP to privately-held companies that do not make their financial documents public?

Answer - Shelby County Schools adheres to the Tennessee open records laws

23. What is the MWBE Participation goal?

Answer- See question 7

24. Appendix H mentions a participation goal and SCBE Policy 2010. A definition would allow us to respond to this proposal.

Answer – See Appendix H page 39 for MWBE definitions