

Updated 3/19/2019

**Question 1** There are a number of services listed for the student and staff devices, but nothing is listed for the spares (loaners). What needs to be included with the spare devices other than just the Chromebook (management license, white glove, extended warranty, etc)?

Answer 1: The device count that is designated as “Loaner” will require all services except individual student name tags.

**Question 2:**  
**Do you prefer the OEM depot for handling your warranty information?**

Answer 2: Our goal is to minimize out-of-service time. Long turn-around times force us to deplete our loaner inventory.

**Question 3: Can Alleghany Schools receive freight shipments via pallets?**

Answer 3: Yes, but a dock is not available. Delivery trucks should be equipped with pallet jacks.

**Question 4: Is Alleghany Schools open to other delivery options?**

Answer 4: Alleghany County Public Schools can accept ground delivery via US mail or other parcel carrier. All Chromebooks are to be individually boxed and protected with appropriate packing materials. Shrink-wrapped pallets that contain multiple individual boxes would not be considered as unusual.

**Question 5: For Asset tagging, is one provided by the customer and one provided by the supplier?**

Answer 5: The devices will possess one OEM tag (barcode and unique identifier), one tag (white glove, division name and unique identifier), and student name tag (first name, middle name, last name, grade level). All tags are to be tamper resistant. The supplier will provide all tags.

**Question 6: What does Alleghany mean by Tamper Resistant Asset Tags?**

Answer 6: Typically OEM tags are more rugged than third-party tags. We have not experienced any fading with OEM tags. White glove tags will usually fade over time but they should be difficult to remove. Student name tags should also be tamper resistant. If tampering has occurred, evidence such as fragmenting, etc, should be visible.

**Question 7: In the testimonials information, it states that at least 3 of the references have to be VA K-12 School Districts. Will you still accept the references if they are from outside the state of VA?**

Answer 7: Yes, the evaluation criteria will allow for the inclusion of references from non-Virginia school divisions. The specific requirements state: Offeror’s devices should have a proven track record in K-12 schools. Customer testimonials and contact information (three being in K-12 Virginia school districts) should be included in the Offeror’s RFP response. Testimonials from Virginia school districts are preferred but a company’s proposal will not be disqualified if Virginia references are not included.

**Question 8: On page 10, it states, “At the time of order, Offeror will transfer existing device enrollments in Google Admin Console.” What kind of services are you looking for the pre-existing devices? If you are you looking for service on existing devices, are you willing to ship devices to a vendor or are you looking for onsite services?**

Answer 8: Pre-existing devices enrollments will be transferred to a “retired” organizational unit within the Google admin console. This is the only service needed for pre-existing devices.

**Question 9 : On page 23, it is stated that a Special Envelope is needed. How might a vendor be able to obtain this special envelope? “If a proposal not contained in the special envelope is mailed, the Offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified.”**

Answer 9: For this consideration a special envelope will not be provided. Please follow the instructions as listed on RFP page 23. If addressed as shown, the envelope will not be opened.