

Updated 3/22/2019

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.

Question 10: Could you confirm that we are to add the licensing for the Google Admin Console? If so, how many?

Answer 10: Yes, Google licensing is to be included. The quantity is seven hundred and ninety-three units.

Question 11: In regard to RFP#ACSB-2019-0304, you are requesting 11.6” Chromebooks; however on page 12, item 4, ‘13” – 15” touchscreen displays for staff (eighty units)’ is referenced. Are you needing qty 80 additional Chromebooks that are touch models in that 13-15” size range?

Answer 11: An Offeror’s base proposal should include 11.6” displays for all units (quantity 793). The larger screen size-as referenced in the question- is specific to *Innovation in the RFP*, Section III, Item D beginning on page 11 (RFP #ACSB-2019-0304). Any alternative proposals that include devices with larger screens should be placed behind Tab 5 in the Offeror’s response. In any alternative proposal, the Offeror would include larger screens for eighty units. In the base proposal and in any alternative proposal, the device count should not exceed 793 units.

Question 12: As you have mentioned in the document on (Page # 9) that staff requires 80 Chromebooks, students requires 643 Chromebooks, and Spare (Loaners) requires 70 Chromebooks. In order to avoid any confusion on this, can you please tell what specifications of Chromebooks do you want for Loaners? Do you need Non-touch Chromebooks with the same specifications as you have mentioned in the document or do you need Touch screen Chromebooks?

Answer 12: The specification for seventy loaner devices will match the specification for 643 student-use devices (please see *Hardware Specification –Students* beginning on page six of the RFP document).

Question 13: The Dell 5190 Chromebooks specified in the RFP do not have video ports yet you list they need to be compatible in the current environment. [page 9 RFP, *Current audio visual environment: Chromebooks connect to AV devices via HDMI to VGA cable converters. (Make: Manhattan; Style: HDMI19P Male to HDB15P Female; Barcoded as 66623-15146-7)* There is no HDMI port to convert to VGA on the Dell 5190. There are USB-C ports available for this with the proper adapter. Please specify is this is your intent and if so how many adapters would be required – would that just need to be for the 80 staff laptops?

Answer 13: The information presented as *Partnering with Alleghany County Public Schools* beginning on page 9 (RFP document), is intended to provide Offerors with information. With information in hand, it is

hoped that an Offeror will then be able to exercise all due diligence specific “to the selection and offering of devices that conform to the school division’s procedures that are specific to the service, repair, and functionality of Chromebooks”(page 9 RFP document).

The technical incompatibility that you mention should be referenced in your response as a *deliverable that cannot be offered* (page 9 RFP document). The reference will provide our selection committee with information.

Please note that on pages eight and nine of the RFP document, “Port differences alone will not disqualify a device from being deemed “equal”.

The 5190’s video incompatibility that you mention will not disqualify the 5190 from consideration. In your response, it is not necessary to include adapters. The information alone is sufficient and appreciated.

Question 14: What does the school system currently use for bar code scanners / scanner software and what type of labels are used now so we can ensure compatibility?

Answer 14: Our software is BarTender by Seagull Scientific. Our scanner is manufactured by Zebra. The model number is DS6707.

Question 15: Please clarify how many asset tags are required for each Chromebook and is the Customer (Alleghany Schools) providing the 1st tamper resistant asset tag as it seems to state below? Are you requiring the AC Adapters to have asset tags as well? Please elaborate.

Answer 15: Using the 5190 as an example:

1. Chromebook Label 1: It is assumed that the device will possess –most likely affixed to the underside- a tamper resistant label containing a manufacturer’s barcode, the service tag, and express service code.
2. AC Adapter Label 1: The AC adapter will possess a barcode/id as branded by the manufacturer.
3. Chromebook Label 2: To each device (assume chromebook and ac adapter), the Offeror will affix a tamper resistant label with each student’s first, middle, and last name. (page 9 RFP document)
4. AC Adapter Label 2: Chromebook: To each device (assume chromebook and ac adapter), the Offeror will affix a tamper resistant label with each student’s first, middle, and last name. (page 9 RFP document)
5. Chromebook Label 3: Offeror will affix a separate tamper resistant asset tag as specified below.
Asset Tag: (Alleghany County Public Schools) (ID Number Matching Manufacturer’s ID/Barcode).

In summary, each Chromebook will have three labels. Each ac adapter will have two.