

Updated 3/14/2019: Next Update Monday, 3/18, 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 Allegheny 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 Allegheny Schools open to other delivery options?

Answer 4: Allegheny 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 Allegheny 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.