



THE SCHOOL DISTRICT OF LEE COUNTY

PROCUREMENT SERVICES DEPARTMENT

Richard Cowie, Procurement Agent

ADDENDUM TO CONTRACT DOCUMENTS

ADDENDUM NO.: 4

PROJECT NAME: ITN No. N177281RC – Computer Hardware, Software and Services

DATE OF ISSUE: September 1, 2017

The following information shall be included in the ITN documents and is hereby made part of the project bid documents in the form of clarification, addition, deletion or revision to the contract specifications.

Clarifications on deadlines.

****THE DEADLINE FOR DELIVERY OF PROPOSALS HAS BEEN EXTENDED TO SEPTEMBER 15, 2017 at 2:00PM****

****THE DEADLINE FOR REFERENCES TO BE RECEIVED HAS BEEN EXTENDED TO SEPTEMBER 14, 2017 at 4:00PM****

Proposer's questions/issues and District answers:

Q31. *Was the 14" laptop configuration deliberately omitted from the bid specifications?*

A31. Yes

Q32. *Was the 14" laptop configuration to be replaced by the 13" configuration?*

A32. Yes

Q33. *Is the definition of a "convertible", a device that separates into a separate tablet and keyboard or a device that swivels into a tablet form factor?*

A33. N Convertible – Folds into tablet with 360 hinge. If you need a reference, the one we use now is the Dell XPS 13 – 9365.

Detachable – Detaches from keyboard. For reference, look at Microsoft Surface Pro, Dell Latitude 5285.

- Q34. *There is mention of graphic cards to do open GL. Can you provide a summary of some of the applications you are running at the District?*
- A34. If you are referring to the Digital Design Workstation, they utilize full design suites from Adobe and Autodesk.
- Q35. *Does Lee Schools need ISV certifications on the workstations?*
- A35. Not required, but preferred.
- Q36. *Does Lee Schools require height adjustable stands for the monitors?*
- A36. It is not required, but may be considered superior design during evaluation.
- Q37. *Is VPRO required on any of the device models?*
- A37. VPRO is not required.
- Q38. *Pg. 22, LCSD requires "7th Generation CPUs are preferred where they can be retrofitted in 6th generation boards/chipsets to maintain Windows 7 compatibility." Per Intel, the 7th generation processor will not run Windows 7. Please clarify your request.*
- A38. Please maintain Windows 7 compatibility, using Intel CPUs, through June, 2018. Exceptions are convertible Windows devices. Those may be Windows 10 only.
- Q39. *Page 13 of 38 # 7 Qualifications – Can you elaborate further or provide an example of the "Definition of Adequate facilities" according to Lee Schools? Is there a preference for the facility to reside in Florida? Will the District be validating size and location of facility address (ex. lease agreement, site survey)?*
- A39. The term means a business must be able to provide without interruption the anticipated volume of sales and repairs our school District would generate.
- Q40. *There is mention of a Service Level Agreement. What is Lee County School's definition of a Service Level Agreement (SLA)?*
- A40. Each vendor is free to propose service level agreement within their service offerings.
- Q41. *With regards to the service offering, are all damages caused by end user error to be covered in this service offering?*
- A41. All user-created damage, except clearly identifiable vandalism must be covered under your accidental damage protection proposal.
- Q42. *Liquidated Damages: Very Vague on what constitutes failure to perform. Can you provide more details or additional examples of what would constitute failure to perform?*
- A42. The provision is written broadly because it is a general term intended to apply to a variety of products and services. The specifics of performance for this product/service are addressed in the detailed specifications. Examples of nonperformance for this service may include failing to timely deliver the computers ordered; the computers not performing to specifications of the ITN; not providing service within the timeframe required, etc.

- Q43. *In the current way they are running their service, how are the teacher laptops being serviced? Are those laptops being brought back to the District with the Chromebooks or are those being repaired on site? Are the Dell technicians doing this service or the Lee County technicians?*
- A43. All Chromebooks, Windows Laptops, and Windows all-in-one units are serviced in the shop by the Dell SOS team. Traditional desktop systems are repaired on-site by District technicians.
- Q44. *The District is requesting touch optional, where would you like that priced on the "Proposal Response" form?*
- A44. You can add optional items below the pricing grid or on a separate page referenced in the response form.
- Q45. *On Exhibit 3, C1. Ultrabook – C2. 2 in 1 Laptop Convertible – C3. 2 in 1 Detachable Tablet, Required Accessories section: Please clarify what HDMI adapter you would like. Is it HDMI to USB-A?*
- A45. A single adapter that connects to the computer via USB-C and offers a single USB-A port, single HDMI port, single VGA port, single Ethernet port, unless those ports exist on the ultrabook already.
- If you would like a reference, the model we currently use is:
http://www.dell.com/en-us/shop/accessories/apd/470-abhh?ref=p13n_std_pdp_mv&c=us&cs=19&l=en&s=dhs
- Q46. *On the Exhibits sheet, some of the configurations list ADP as optional, but on the "Proposal Response" form there is a spot to fill in a price. Please clarify.*
- A46. You may provide a price for ADP for those items where it is optional. It is not required.
- Q47. *What specific product is being referred to by "plastics"?*
- A47. We use the term "plastics" to include all laptop exterior body shell parts (bezels, keyboard decks, etc.).
- Q48. *With regard to pricing, Attachment A Category 1 - Is the final price to be listed here, after the discount, or the full retail price without the discount?*
- A48. All prices must be net discount; final price.
- Q49. Attachment A - Category 2: Is this the discount already applied to the pricing listed in Attachment A, Category 1, or is this discount in addition to the pricing already listed in Category 1? See
- A49. Category 2 references a discount for your entire catalog of products, separate from your proposal for specific configuration in Category 1.
- Q50. *How many spare units is Lee Schools purchasing annually to provide loaners to students while systems are being repaired?*

A50. Approximately 4% of total quantity purchased is designated as spare equipment. The spare equipment is to accommodate student population growth and repair buffer. We do not differentiate between the two functions.

FY 18 (This fiscal year): 22,000 Chromebooks, 3,000 Windows devices.

FY 19: 32,000 Chromebooks, 3,000 Windows devices

FY20: 25,000 Chromebooks, 3,000 Windows Devices

Q51. *What models is the district currently purchasing for the Chromebook categories?*

A51. Dell Chromebook 11, 3380. 4GB model.

Q52. *How many Chromebook systems is the district currently servicing per week?*

A52. The total number varies significantly by week. We anticipate approximately 300 per week during normal times. Peak times (end of school year, beginning of school year) will be significantly higher, as we proactively repair items that may not have been reported because they do not impact functionality (example: plastics).

Q53. *What price is the district currently paying for the Chromebook systems including service and warranties?*

A53. The current package includes:

Dell Chromebook 11, 3380. 4GB RAM model.

3 Year Warranty

3 Year Accidental Damage

Chrome OS Management License

4 Year ClassLink License

Belkin Air Protect Sleeve

Services:

Chromebook Enrollment

Update to District-Specified Chrome OS Version

Laser Etching

Property Tag Labeling

Unbox and Package (Insert in Sleeve / Power Supply)

Inside Delivery

Total Cost: \$308.09

NOTE: Cost of baker's racks extra.

Q54. *Is the district currently purchasing ADP on all student laptops? If yes, how many years?*

A54. We are purchasing them on all student Chromebooks. 3 Years. We do not purchase ADP currently on shared student Windows devices, as they do not leave the school.

Q55. *How much is the district currently paying for baker's racks?*

A55. We currently utilize medium-duty, NSF certified, four-shelf baker's rack, 60" x 24" x 69". The cost include:

Rack (purchase)

Rack Assembly

Loading pre-sleeved devices onto the rack, per district specifications.
Shrink Wrapping
On-site delivery with liftgate truck.

Total Cost: \$340.00 Per Rack.

Q56. *Does the district currently pay a fee for asset management to the OEM or channel partner?*

A56. Yes, but it is incorporated into the package – not a line item. The costs are included in the total cost listed in the answer to question #53.

Q57. *To ensure the district is leveraging every available funding source such as Microsoft Shape the Future to help offset bill 7069. Would the district consider language in the contract allowing for pricing changes based on MS Shape the Future Program, limiting pricing changes to the exact change of the program?*

A57. No. Pricing shall be all-inclusive.

Q58. *According to the pre bid conference, on Exhibit 3 page 23, the district provided clarification on the Inputs/Outputs for C1 Ultrabook, C2 2 in 1 Laptop, and C3 2 in 1 Detachable Tablet. Stating that 1 USB-C port is acceptable as long as an additional USB-A port is also available on the device. In such case the 2xUSB-C requirement is fulfilled with the 1 USB-C + 1 USB-A correct?*

A58. Correct.

Q59. *On the Ultrabook requirement, is the placement of the webcam still preferred on the top center of the screen?*

A59. Top center would be preferred, but is not required.

Q60. *Per the pre-bid conference, is the district still allowing for smaller footprint options for both the desktops and All in Ones systems? Do you prefer that listed as a separate attachment?*

A60. To Clarify:

A1 (Student / Staff Desktop) may be any chassis. Smaller is preferred.

A2 & A3 (All-In-One Units A & B). May be monitor with mounted small-chassis PC, but fully integrated is preferred.

A3 (Digital Design Workstation) must include a chassis large enough for proper cooling and the inclusion of one PCI-E card.

Q61. *On Exhibit 1 - Desktops & All-in-One Configurations PG 20 and Exhibit 2 - Chromebooks and Laptops (Clamshell) PG 22 you require Windows 7 compatibility for all devices purchased through June, 2018. Given the award date is tentatively scheduled for November and the district is planning a Windows 10 migration for next summer, would the district grant exceptions to the Windows 7 support if that were unavailable at a later date prior to June 2018? Although this was discussed during the pre-bid conference we would like to know if there's been any change in your position.*

A61. We still require Windows 7 compatibility for all devices except convertible (360 hinge, detachable) Windows computers. Those computers will only function appropriately with Windows 7. All other Windows configurations must support Windows 7 through June, 2018. We have confirmed availability of Windows 7 support for both mobile and desktop platforms until at least that time.

Q62. *General: Will District consider Windows in place of Chromebooks for students?*

A62. No.

Q63. *General: Will the District consider Windows for the High Schools and Chromebooks for middle and elementary schools?*

A63. No.

Q64. *What Microsoft licensing program does the District currently have in place?*

A64. Microsoft Educational Enterprise Agreement.

Q65. *Does Lee County School District have a current Letter of Eligibility (LOE) from Microsoft? If yes, may we have the number?*

A65. Yes. The only reference number on the document is 3233. I don't know if that is the number you are seeking, but it is the only one we have readily available.

Q66. *Page 23, Section C3 - Per Microsoft and OEMs, there will not be any Gen 6 available for this form factor. Will the District consider a 7 Gen for the 2 in 1 Detachable Tablet?*

A66. Yes, all convertibles may be Windows 10 compliant.

Q67. *Would the School District consider Windows 10 S devices for any student devices?*

A67. No.

Q68. *Exhibits 1, 2 & 3 – What are the estimated quantities for each type of device?*

A68. Quantities will vary by year. 20K – 50K units per year total across all configurations. We do not commit to quantities. The following general projections are loose at this point.

FY 18 (This fiscal year): 22,000 Chromebooks, 3,000 Windows devices.

FY 19: 32,000 Chromebooks, 3,000 Windows devices

FY20: 25,000 Chromebooks, 3,000 Windows Devices

Q69. *What is the estimated quantities for spares for each type of device?*

A69. 4% of the estimated quantities are spare units for support swap-out and population growth.

- Q70. *Do you require that the price for devices include the device, stated accessories, software licenses, warranty and Accidental Damage Protection always or only if “Included” or “Required” is in the description?*
- A70. Required or included accessories must be included in the price of the unit. Optional accessories include those that must be available, but not included in the price of the unit.
- Q71. *i.e. Exhibit 3, C1. Ultrabook has: Required Accessories and Available Accessories. Do we include the price of the Required Accessories, Included Software and device provisioning service in the device price and leave the Available Accessories as standalone price?*
- A71. Yes, please include in the price.
- Q72. *Attachment A - Category 1 (pg 25) and Category 2 (pg 27) Both documents state: **In addition to pricing, provide information required in response to Section 8.** What page is Section 8 on?*
- A72. Attachment A for both categories should reference ***In addition to pricing, provide information required in response to Section 9 Section-8***
- Q73. *Page 27 Section E #4 - Who provides the baker’s racks?*
- A73. The baker’s racks (or equivalent) shall be provided by the vendor. When using the term “vendor” we are indicating the manufacturer/VAR performing the device prep.
- Q74. *Page 27 Section E #4 - If baker’s racks are filled at the central location who ships them to the schools?*
- A74. Baker’s racks are dropped shipped by the vendor. Our current method is that they are assembled at the VAR’s configuration center and delivered by the VAR to the school site.
- Q75. *Page 26 Section D. **Parts Reimbursement** - Please provide a detailed explanation of what the District means by Parts Reimbursement.*
- A75. This is mislabeled. It should more accurately be labeled “Labor Reimbursement”. For this section, we are seeking the amount that your organization will pay the district to replace each respective component under a self-maintainer model.
- Q76. *Is the awarded vendor required to provide image deployment services. If not, what is your current process of deploying images to your devices?*
- A76. Yes, Windows computers must be imaged prior to delivery.
- Q77. *How many images does the school district manage?*
- A77. Currently 2. One Windows 7 image, one Windows 10.
- Q78. *What are the current warranty service SLAs for your existing devices?*

- A78. On-site next business day. We have opted for centralized service, rather than on-site with our current model. You are free to propose the model you believe best serves our needs.
- Q79. *How do you dispose of older devices no longer in use?*
- A79. Approximately 85%-90% of our EOL equipment is sold to asset recovery firms or auctioned. The remaining assets are either (a) reused in another role (ex. Kiosks), (b) donated, or (c) destroyed.
- Q80. *What type of Service Desk ticketing system is currently in use?*
- A80. In-house developed.
- Q81. *Please describe your current process for handling service tickets.*
- A81. User reports issue through help ticketing system.
Issue is routed to on-site tech support staff (each school has at least one tech person).
If the issue is hardware related, or the tech person is otherwise unable to address issue, it is escalated to our staff.
- If mobile device hardware issue, it scanned into a bin (4 units per bin). Picked up by district mail delivery, and brought to shop to be repaired by the current Dell SOS team and shipped back to school. Turnaround 1 business day from time it hits shop.
- If the issue is a desktop computer or non-hardware issue, we dispatch technician. Desktop hardware repairs are handled in-field by our technician.
- Q82. *Do you currently have a Help Desk? If so, what are your Help Desk hours?*
- A82. Yes. 7:00 am – 4:30 pm. Not relevant as they have no part in hardware repairs.
- Q83. *How many employees do you have working the Help Desk?*
- A83. 3.
- Q84. *What Levels of support does your Help Desk solution include?*
- A84. Our help desk does not troubleshoot hardware issues. The on-site tech person triages.
- Q85. *Does your Service ticketing system integrate into your Help Desk solution?*
- A85. Yes, all support work from help desk to engineers is tracked in a single system.
- Q86. *Is your Help Desk solution onsite or "hosted"?*
- A86. On site.
- Q87. *Is the awarded vendor required to provide IMAC/DMAC services?*

- A87. If you are referring to installation, moves, adds, changes, etc. No.
- Q88. *When does the County intend for this project to start?*
- A88. This is not a single project. It is a multi-year award for purchase of products and services. Please see ITN document for schedule.
- Q89. *Can Lee County Schools provide a historical view of how many orders get closed with credit card? Can you tell us the average amount of the invoice that is closed with a credit card?*
- A89. None. This is the first agreement of this type for which we are interested in exploring the use of Credit Cards for billing.
- Q90. *Does Lee County have a preferred method for vendors to show "Evidence of minimum sales volume of 50,000 units"?*
- A90. It is best to include such customers in your references. If unable to do so, then please provide additional documentation.
- Q91. *What does SDLC do with your current End of Life devices?*
- A91. Approximately 85%-90% of our EOL devices are sold directly to asset recovery firms or auctioned. The remaining devices are (a) re-used in another role (like kiosks), (b) donated, or (c) destroyed.
- Q92. *Page 19. For the 24" LCDs, will the District accept comparable models of a slightly different size that are more cost effective, such as 23.8"?*
- A92. Yes, a 24" class monitor is acceptable. Please be advised that, when proposing all-in one PCs, any second monitor we purchase must match the height and design of the AIO monitor. Please consider that in your response.
- Q93. *Page 19. On the Digital Workstation, to allow for future upgrades with more slots available will the District accept 1x16gb RAM configuration?*
- A93. Yes.
- Q94. *Page 21. On B2. Windows Laptop - If the unit comes with a VGA Port, do you still want to pay for an additional an adapter?*
- A94. No.
- Q95. *Page 23. On C2. 2 in 1 Laptop Convertible, it makes mention of it needs to support a stylus however there is no mention of a stylus in the accessories. Do you require a stylus as an option?*

- A95. We prepared an addendum today to address the stylus issue. All convertible/detachable devices must include keyboards and styluses.
- Q96. *Page 23. On C3 Detachable tablet. Does the keyboard need to be included?*
- A96. Yes.
- Q97. *Page 15, "12. Technical Account Manager." Please identify the desired skillset of the Technical Account Manager.*
- A97. Rather than provide the desired skillset, I will describe the desired duties:
- Monitor all support work, volume levels, re-work percentages being performed. Augment on-site team when volume warrants.
 - Provide monthly reports of support work volume, repair types, on-time parts delivery, and SLA compliance rate.
 - Be the Districts interface and supervisor of the on-site support team. Essentially, this person will be who we interface with to address any support related issues. It is the TAMs responsibility to work with the on-site team.
 - Address out-of-warranty parts quotes.
 - Be the "single throat to choke" for support issues.
- Q98. *On page 17 (Category 1, D. Pre-deployment Configuration 1.), the RFP states "a minimum of two asset tags or etching are required for any computer system". However, on pages 20, 22 and 24 (Included Services), the RFP states "laser etch serial and/or barcode number, print and affix asset tags". Certain products are challenging to laser etch, thus if the Proposer uses asset tags in place of laser etching, will the District's requirements be met?*
- A98. All portable devices must allow for laser etching and barcoding. Desktops and AIOs may be barcode only.
- Q99. *Is the District's Information Technology Support Department responsible for troubleshooting support tickets or calls from the District?*
- A99. School tech support staff will triage (identify hardware vs. software issues). Vendor must be prepared to perform all diagnoses and repairs. In practice, we may opt to perform as a self-maintainer for desktop products, as it is likely to provide faster service. However, this is at our discretion. Vendor must be prepared to handle all escalation for portable devices.
- Q100. *Is the District's Information Technology Support Department responsible for determining which warranty part is necessary to repair the device?*
- A100. School tech support staff will triage (identify hardware vs. software issues). Vendor must be prepared to perform all diagnoses and repairs. In practice, we may opt to perform as a self-maintainer for desktop products, as it is likely to provide faster service. However, this is at our discretion. Vendor must be prepared to handle all escalation for portable devices.

Q101. *Is the District's Information Technology Support Department responsible for ordering warranty parts?*

A101. In the event that a District technician is performing the repair, yes. In most cases, no; the vendor will need to process warranty part orders.

Q102. *At what point will the District's Information Technology Support Department contact the awarded vendor for warranty repair?*

A102. When something breaks.

Q103. *What ticketing system does the District currently use?*

A103. Internally built system.

Q104. *Is the awarded vendor responsible for providing parts lockers?*

A104. Yes.

Q105. *Pages 15 and 28. Will each reference automatically count as 2 points if the reference request form is received from the Proposer's client via email from the Proposer's client's email address no later than the proposal due date? If not, how will each reference earn 2 points?*

A105. Each reference has a potential for two points. Points are not awarded simply for receiving the form. The results of the reference, as well as how relevant the work with that customer is to The District's intended solutions will determine the point rating between 0 and 2.

Q106. *Are the services under this agreement governed by prevailing wage?*

A106. The District needs more detail. What provision of the ITN does this question address?

Q107. *Page 3, "5. Specification Precedence." In general conditions #5, it states that "in the event of a conflict between the general conditions and the detailed specifications, the detailed specifications shall prevail." Please confirm that within detailed specifications, Attachments A-J govern the submission and shall prevail above any conflicts in either the general conditions and detailed specifications.*

A107. The District asks the proposer what conflicts they see between the general conditions and the referenced attachments?

Q108. *Please provide a detailed list of all the locations in Lee County where products and services will be performed (Name & Address of each)*

A108. You may review the list of schools and addresses at <http://www.leeschools.net>.

Q109. *Please provide a list of locations where onsite support resources will spend 60% or greater onsite.*

A109. Question is unclear. We have no guidance.

Q110. *Are there any printer devices expected to be sold and supported on-site? If yes, please describe make, model, quantity of each, and expected warranty, and services.*

A110. We may purchase printers through balance of line. No specific models or volumes have been selected.

Q111. *Does any of the County facilities require parking fees to park? If so, list the name, address, and parking fees for each location*

A111. No.

Q112. *Confirm how trash is handled from new PC's. Is trash such as boxes and packaging material placed in a designated area in each facility where the district personnel will pick it up and take to a facility provided dumpster.*

A112. We are not requesting installation services where you will unbox computers.

Q113. *Confirm if the District will provide the etched asset tags to the vendor for new equipment, Will the vendor be required to include and provide the asset tags?*

A113. Vendor is to provide.

Q114. *If vendor provides the asset tag; what is the number sequence to be used and asset tag size and details.*

A114. To be determined.

Q115. *What is the District requirement for tracking assets after they have been deployed to an end user. When an asset changes ownership, location etc. what tracking and reporting is required by the vendor?*

A115. None.

Q116. *Can the District provide a detailed list of all the IT assets (Make, Model and Serial Number) currently deployed and expected to be covered under this contract by the vendor.*

A116. We have posted on the Procurement Webpage a list of Dell devices that are likely to be under warranty called Exhibit DD. We made a good faith effort to provide an accurate list, but do not guarantee the completeness of accuracy of the list. The list only includes devices currently within the district. It is likely the list omits devices currently in process of configuration and delivery, not yet received by the district.

Q117. *Can the District provide a list of all the good working spare parts inventory that is currently being used to support deployed assets by make, model, part number and physical address/location*

A117. No. All spare parts inventory is owned by current vendor.

Q118. *How often will the vendor receive an order from the District to deploy 100+ devices; by week, month, quarter*

A118. As needed throughout the year. Typically tens of thousands of devices will be ordered between April and June. Other orders will be made throughout the year, but we cannot predict specific volumes.

Q119. *What service improvements would the District like to see that is currently not being provided today?*

A119. Elimination of the limit on accidental damage claims.

Q120. *Is there any mobile device services assumed or expected by the District to be delivered by the vendor for this RFP. If, yes please describe in detail what services should be included in the flat rate pricing*

A120. No.

Q121. *Please provide scenarios where the vendor will need to account for travel costs to and from the District facilities to provide installation and support services*

A121. The district will not reimburse travel costs.

Q122. *Since the District is using their ticketing system to track PC deployments and Hardware break-fix services can the District provide a 1 year (12 consecutive months) sample of all support tickets to show vendors a sample of support activity throughout the District?*

A122. No.

Q123. *We understand the District is looking to be a self-maintainer to provide warranty Hardware Break-Fix service.*

A123. Can you provide a detailed understanding of what support the District will provide vs. what support the vendor will provide?

Q124. *Where does the Vendor and Client support both start and stop?*

A124. Vendor support is for hardware, drivers, and required services.

Q125. *Please list all the locations in the District where parts lockers will be needed.*

- *How many lockers?*
- *What are the size limitations?*
- *Also please describe where the parts lockers will be located within the facility (Example: IT room, supply closet)*

A125. To be negotiated based upon your proposal.

Q126. *For the parts lockers, who will have access to these lockers; only the vendor, only District employees or both*

A126. To be negotiated.

Q127. *How is the replacement cost for lost equipment handled if parts are accessible by more than the vendor?*

A127. Parts won't be accessible to more than one vendor.

Q128. *What are the onsite support hours; M-F, 8am to 5pm?*

A128. Varies by school location. If you propose on-site support, you will be expected to work within the school bell times. You may review bell times for each school at <http://www.leeschools.net>.

Q129. *Will the District manage pushing all software updates for all applications and the OS updates after the PC's have been deployed?*

A129. District will push updates.

Q130. *Will the District provide the image for all computer related equipment and provide frequent updates to the image? If the Image is updated frequently, what is the typical frequency vendor can expect to receive an updated image; once a month, quarter?*

A130. Yes. Quarterly.

Q131. *How is misuse / abuse of IT equipment handled from a support perspective?*
Both at the teacher administration level and student level.

A131. Students are responsible for obvious abuse. In these cases, the district will cover the cost of repair and collect from student. All other repairs are the responsibility of the vendor.

Q132. *Describe the process the vendor is responsible to perform when replacing out a PC. Example: Scheduling w end-user, data backup, data transfer, application load...*

A132. We are not requesting these services.

Q133. *Describe the decommission process that is expected when a user receives a new PC. What is the responsibility of the vendor relating to the old PC?*

A133. None. You won't be deploying PCs to the user.

Q134. *Describe the liquidation support requirements of old assets*

A134. None.

Q135. *Describe the data wipe requirements of old asset HD's*

A135. None.

Q136. *Describe and packaging and shipping requirements of old assets*

A136. None.

Q137. *Describe old asset tracking requirements when a PC and monitor or other equipment is decommissioned*

A137. None.

Q138. *What service and support is the District expecting from the vendor above and beyond deployment of the PC and Hardware Break-Fix.*

- *Level 1 helpdesk support,*
- *Level 2 desk side support...please describe.*

A138. Pre-delivery configuration (imaging, asset tagging, etc.)
Break-fix

Q139. *What are the SLA's expected by the District when providing support*

A139. Will be negotiated. Provide your best support model.

Q140. *Since the District is asking the vendor to leverage their helpdesk ticketing system; What reports will be pulled and what data will be reviewed and looked at to ensure the vendor is managing the support within the Client SLA's*

A140. To be negotiated.

Q141. *Are there any training requirements from the vendor when delivering/deploying a new PC to an end user*

A141. No. You will not deploy to end user.

Q142. *For PC deployments to students, please describe the District requirements when deploying to students*

A142. You will not deploy to end user.

Q143. *What products will be required to have misuse abuse warranty and which products will not*

A143. None are required, but you may however propose that type of coverage for student Chromebook devices.

Q144. *In regards to the Baker's rack which you purchase through the vendor. Do we need to include the cost of these racks in the unit pricing?*

A144. No.

Q145. *In regards to the number of break/fix techs, how many are vendor techs? How many are District self-maintainer's techs?*

A145. We don't specify the number. The current number fluctuates based upon repair load. The District has 10 techs.

There are no other changes at this time. Please acknowledge this addendum via Attachment D, Addenda Acknowledgement Form.

Thank you for your interest in the School District of Lee County.



Richard Cowie
Procurement Agent