



# THE SCHOOL DISTRICT OF LEE COUNTY

## PROCUREMENT SERVICES DEPARTMENT

*Richard Cowie, Procurement Agent*

### ADDENDUM TO CONTRACT DOCUMENTS

ADDENDUM NO.: 2

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

DATE OF ISSUE: August 28, 2017

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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.

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#### Clarifications on deadlines.

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

**\*\*The deadline for questions is at 4:00 pm on August 29, 2017\*\***

#### Proposer's questions/issues and District answers:

Q4. *What if there are industry wide product shortages? –*

A4. First there should be good communication with us. If we are aware of the situation well in advance, we can work on solutions. Otherwise, we will look for an alternate equivalent for the same price. If you are not able to provide this, then we will look elsewhere for another solution as we cannot hold up our timelines. You do have the opportunity to sub an equivalent or better component.

Q5. *Do you want data (asset file with identifying fields of the ordered machines) prior to delivery?*

A5. No.

Q6. *Do you provide baker's racks for custom large orders for inside delivery to the schools?*

A6. No. We procure them through the vendor.

Q7. *X Do you provide the packaging material?*

A7. We purchase the sleeves from the vendor. The required accessories are listed in configurations.

- Q8. *Is the manufacturer's support system working out of the schools district's ticket system?*
- A8. Yes, we do require that you work out of our system.
- Q9. *Are you currently receiving a fee from the manufacturer?*
- A9. Yes, current fee structure is based on whether the component is a technician replaceable component vs a user replaceable component.
- Q10. *In regards to techs that you have onsite taking care of the break/fix on Chromebooks, how many techs do you have at peak times and low times?*
- A10. There are 7-8 techs during standard workflow times and 12 during peak times such as end of Christmas and summer.
- Q11. *How many machines are under warranty?*
- A11. Approximately 90,000.
- Q12. *How many repairs per week?*
- A12. Around 250-300.
- Q13. *Please elaborate on your current and desirable ADP plan.*
- A13. What we are seeking, you will propose. We would like to specify the time period (current duration is 3 years). Currently, we take problem to SOS team and they file the ADP claim v.s. a warranty claim. We are limited to 1 ADP claim per year with a total of 2 over the life of the device (or 3 year duration). We are seeking unlimited ADP or more flexible terms - not because our damage rate is high. It is more about that we have to treat devices differently in our support process. Another thing is that we are also seeking a better battery plan for the majority of our portables this time. You will be required to defend battery thresholds at which you define a battery is qualified for replacement.
- Q14. *Is your current ADP only for student devices?*
- A14. Yes (student Chromebooks).
- Q15. *Is that a District decision or school decision?*
- A15. *District*
- Q16. *Regarding chipset for the 6<sup>th</sup> & 7<sup>th</sup> gen, we are being told that the 6<sup>th</sup> won't be available past December on laptops which will make it difficult to commit through June.*

- A16. If you feel you will not be able to make this commitment, bring an Intel person with you to the meeting (Kevin).
- Q17. *So you are only using Intel CPU's?*
- A17. Yes we are going to stick with Intel.
- Q18. *Is there a preference for camera placement on the ultra-books? Do you prefer top and center?*
- A18. Camera placement is not a part of the evaluation. Also enterprise facetime camera is not specified.
- Q19. *Do you require that the detachable units be serviceable on site?*
- A19. We are requiring that the unit be serviceable within the service model you provide.
- Q20. *Are there any requirements regarding the hinges (i.e. material on the hinges)?*
- A20. No specifications on this.
- Q21. *Can we propose multiple service models?*
- A21. Sure. And if you are a reseller, you can propose multiple manufacturers.
- Q22. *Is the cost of the courier the responsibility of the school district or the vendor?*
- A22. This is on the District and will remain that way if you choose a centralized model.
- Q23. *What is the percentage of "loaner" units do you have for students to use during repair time?*
- A23. About 3% - 4%. These loaners are also in stock to provide for growth of student population in that year.
- Q24. *Does student ever get the same laptop back after repairs?*
- A24. That is up to each school. There is a triage process when the central office receives a damaged laptop. We look for physical damage, any removed labels and the need for cleaning the device.
- Q25. *Regarding customized delivery to school sites, is there a designated administrator or person to receive this? What is current process?*
- A25. The school is notified ahead of time the date and approx. time of delivery. On day of delivery, driver first goes to the office and notifies them. The school tech person supervises the delivery. Then the tech person or assistant principal signs the receipt of delivery. This is well orchestrated in our district – not many issues.

Q26. *Is there a contingency plan for laptops lost or not returned?*

A26. The parents receive a letter from the District with the amount they owe for the device. If it is not found/returned, we levy a fine on the student and we issue a replacement device to the school. If it is returned, there is an inspection of the device and after any repairs are made, it is returned to the school.

Q27. *On Page 23 where it says Available Accessories, does this mean they are required?*

A27. "Available" to us means that you have to have the item available to us, but it does not have to be bundled in the package. "Required" means it has to be bundled in the package every time we buy the unit.

Q28. *Earlier you stated that a small chassis is preferred for the student desktops is this acceptable? (vendor shows staff object).*

A28. That is acceptable but not required.

Q29. *On the "all-in-ones", would you consider them something as an option? Us coming in and presenting something where the power and the display are separate but within the same chassis with cable management?*

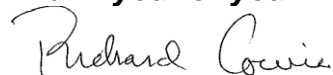
A29. Yes. It is not desirable, but we would consider it.

Q30. *If you had a workstation this size (vendor shows object), would you consider this for CTE machines?*

A30. No because we prefer mini towers specifically because sometimes we have to put cards in them. (PCIE cards).

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**