

Date: March 11, 2021

ADDENDUM NO. 2

TO: ALL PROSPECTIVE OFFERORS

REFERENCE: RFP#2000003290

FOR: COMPUTER DEVICE, WARRANTY & PARTS

CLOSING DATE/TIME: MARCH 31, 2021 @ 4 p.m.

RFP CLARIFICATIONS:

The following are responses to questions received on Bonfire through March 8th, 2021.

- Q1. Would FCPS consider an extension of the proposal deadline of two weeks to ensure Offerors can respond to any addendum or further clarifications from the Q&A?
- A1. Yes. The RFP is now extended to Wednesday March 31st.
- Q2. In response to RFP Paragraph 12.6.4., TAB 3: Offeror Profile and Product History: Does FCPS require that Offerors provide responses for items A-G for subcontractor as well as prime, or is prime sufficient for these items?
- A2. Prime is sufficient.
- Q3. In response to RFP Paragraph 12.6.2., TAB 1: Cover Letter: The instructions indicate that Offerors provide "appropriate Federal, State, and County registration numbers." Can you clarify which registration numbers these refer to, such as FEIN number for federal, State business license number, and County business license number?
- A3. You may provide all relevant registration numbers (Federal, State and County) and at a minimum please provide the State registration number.
- Q4. In response to Appendix E: Pricing Summary: What is the estimated yearly quantity for devices needing imaging services?
- A4. None, we will not need that service as this time.
- Q5. Which imaging solution is FCPS currently using; SCCM, MDT, etc.?
- A5. Imaging is not required.
- Q6. Is your imaging process Zero Touch, and are there any post imaging tasks that Offerors would need to complete; such as manual app installation, domain joining, etc.
- A6. Refer to A5.

- Q7. In response to RFP Appendix A, Paragraph 34: Delivery/Service Failures: What if an item is highly backordered?
- A7. We will work with the offeror during those issues after award, please include any timeline delays that you might foresee in your RFP response for FCPS's review.
- Q8. In response to RFP Appendix A, Paragraph 53: Partial Payments: If FCPS believes that performance is satisfactory and is in accordance with all provisions of the contract, why is up to 5 percent (5%) of the value of the entire order retained until completion of the contract? Please explain in what circumstances, will up to 5% of the value of entire order be held?
- A8. This standard is in place to ensure the completion of the contract requirements.
- Q9. In response to RFP Appendix A, Paragraph 59: License Requirement: Please confirm if a business license is mandatory to respond this RFP?
- A9. A Business License is required to conduct business per the RFP Paragraph referenced in Q9. A non-licensed entity would be disqualified.
- Q10. The RFP Appendix D, Hardware Requirements includes specifications for Chromebooks, however, the Pricing Section, Appendix E does not include sample pricing for Chromebooks. Where do Offerors include pricing for Chromebooks?
- A10. The student laptop section in Appendix D is platform agnostic. Appendix E can be expanded to include multiple pricing.
- Q11. Workstations no longer qualify for STF. Is Windows 10 Home acceptable?
- A11. Yes.
- Q12. Will a stylus pen be required in the build for the Student or Admin Convertibles?
- A12. No, not at this time.
- Q13. If an Offeror enters an exception, will it exclude them from consideration?
- A13. No.
- Q14. Exhibit E, Pricing Summary of the RFP requests a set percent discount off all Dell, HP and Lenovo devices. Since each manufacturer has varying discounts for each product group such as laptops, desktops, workstations and Chromebooks, should Offerors break down each product group for each of the manufacturers? Ex. Dell laptops = x%. Dell desktops = x%. etc.
- A14. Yes, we expect a break down.
- Q15. In response to Exhibit E, Pricing Summary: Should the price of each of the sample products reflect the exact discount percent provided for each manufacturer?
- A15. Yes.
- Q16. Is the sample product discount percent mentioned in Q15 applied for all product groups for the remainder of the contract?
- A16. Yes, Offerors may apply the sample product discount to all products groups for the remainder of the contract.
- Q17. In example of Q15 & Q16 above, if Student Laptop Sample Products have a 20% discount, does that mean all future Student Laptops for the remainder of contract will also have a 20% discount?
- A17. Yes.

Q18. Would FCPS be supplying the gold image wim file for the Offeror to host on their server? If not, will FCPS be providing access to FCPS Imaging Server?

A19. No. Please refer to A5 concerning imaging.

Q19. Would there be any additional expectations for imaging outside of laying down the base image on each device? If so, please define additional expectations

A19. No. FCPS will contract for the additional expectations of services when needed.

Q20. Would scheduling in its entirety for Installations be the responsibility of the vendor?

A20. No.

Q21. Would FCPS allow User Profile data to be backed up physically to a USB Drive? If not, please define preferred method.

A21. No. User Profile data backup will not be needed.

Q22. Would installation include anything other than just the PC? If so, please define what peripherals Offeror would be responsible for.

A22. No. Installation is not required

Q23. Would there be any expectations for a successful Installation other than User Profile backup & restoration? If so, please define expectations for successful installation.

A23. No. Refer to A21 above.

Q24. Would the Offeror be responsible for packaging debris removal from installation? If so, does FCPS plan to utilize their onsite dumpsters or would Offeror be responsible for taking debris off site?

A24. With the exception of bulk packaging, FCPS will negotiate further with the Offeror after award.

Q25. Would Offeror be responsible for moving any PC's or peripherals offsite as part of installation? If so, please explain.

A25. No, not required.

Q26. Will there be any ADP warranty on Staff /Admin devices required?

A.26. Yes.

Q27. Was there a preferred Monitor size?

A27. Refer to A24 on Addendum 1.

Q28. In Addendum 1, the Answer to Q7 indicates that questions can be submitted "up to five working days before the due date"; however in the Bonfire portal, the Deadline to submit Questions is Mar 17th 2021, 12:00 PM EDT. Please confirm that the portal will be able to receive questions from bidders up to five days before the due date.

A28. March 17th is the deadline for all questions.

Q29. Could FCPS please confirm that the terms "fee(s)" in RFP Paragraph 15.1 and "unit price" in RFP Paragraph 15.2 only refer to the services that are being solicited?

A29. Yes, only refers to the services that are being solicited.

Q30. Can you please extend the due date to two weeks after the answers to questions are released to allow bidders adequate time to address any impacts on their proposal?

A30. Refer to A1 above.

- Q31. In Addendum 1, A10, FCPS states that Offerors are allowed to include "the current student models...to maintain student equity." However, in Addendum 1, A28, FCPS states that current student laptops utilize 8th generation i3 processors. Furthermore, FCPS states the "Intel i3 10th gen or better" listed in the Hardware Requirements is being used as "a baseline performance metric to afford Offerors a fair evaluation." Additionally, FCPS states Offerors' responses should meet or exceed this baseline. If current student models do not meet this performance baseline, please confirm that they will not be considered as a compliant solution and will not be evaluated.
- A31. We are soliciting for Intel i3 10th generation performance or better.
- Q32. RFP Appendix E, Pricing Summary, Paragraph 6, lists a number of different parts, by part number, for different OEMs. Is it FCPS' expectation that bidders provide pricing for all of those parts, regardless of the end user device OEM(s) whose products they are bidding? For example, if a bidder is not planning to offer HP computers, does the bidder still need to offer the HP replacement parts? Must bidders provide pricing on the exact part number listed? If a part is no longer available, how would FCPS like bidders to proceed?
- A32. Offerors should provide price to the parts of the product(s) they are proposing to their response.
- Q33. OEMs consider batteries as consumable and only provide a one-year warranty for them. Any types of warranty for the first year, Depot Repair or On-Site Repair, will include warranty for batteries for one year. Can vendors exclude battery warranties for the 2, 3, and 4 Year Depot Repair and On-Site Repair options?
- A33. FCPS prefers that batteries are included in the warranty for 1,2,3 and 4 Year Depot Repair and On-Site Repair Options. Please indicate if batteries are included or not and FCPS will review the responses.
- Q34. Did FCPS order any "Accidental Damage Coverage" warranty options under Contract 4400008968? If the answer is affirmative, what is the length of time of the options that FCPS ordered, i.e., 1, 2, 3, or 4 years? Furthermore, what were the quantities of the options that FCPS ordered?
- A34. Yes. FCPS received pricing options for 1,2,3 & 4 years. The quantities varied on devices.
- Q35. The structure of the "Student Laptop Warranty Option" pricing under Contract 4400008968 is identical to that of this RFP. Under the foregoing contract, what warranty options and in what quantities did FCPS order for "Student Laptops" beyond the "one (1) year" warranty that is included with the price of the hardware?
- A35. Refer to A34.
- Q36. We believe it is FCPS' intention for vendors to fill in unit prices for the various "Depot Repair", "On Site Repair", and "Accidental Damage Coverage" services but not the hardware that they would be ordered for. If our interpretation is correct, please remove the sentence that reads "Cost per unit shall include the student laptop plus the warranty option."
- A36. That interpretation is incorrect. "Cost per unit shall include the student laptop plus warranty option is required as part of the response.
- Q37. Did FCPS order any "Optional Packaging and Preparation Services" from the Contract awarded in February 2019? What quantities were ordered?
- A37. Not Applicable, FCPS will contract separately for this value-added service as necessary.
- Q38. Is FCPS interested in asset labeling as a stand-alone service outside of "Optional Packaging and Preparation Services"?
- A38. No, not required.

- Q39. For planning purposes, could FCPS provide Offerors with information regarding the types and quantities of equipment that were ordered in 2019 and 2020? We are aware that "FCPS currently averages annual purchases of 1,200 desktops, 9,500 laptops" as stated in the RFP, but we are hoping for additional granularity to better prepare our solution.
- A39. The requested information is not representative of future requirements. No applicable.
- Q40. Will FCPS compute a total bid price for each of the three brands? If so, what quantity for each type of equipment and services will FCPS use? Would it be possible for FCPS to distribute the spreadsheet that will be used to calculate the total bid price for each Offeror?
- A40. Not applicable, FCPS will not compute a total bid price for each of the three brands.
- Q41. There are six (6) system configurations in RFP Appendix D but only four price entries in Appendix E Pricing Summary for each OEM. Each is missing the "Labs System" (Windows Desktop) and "Student" (Chromebook Laptop). Could FCPS please expand the table for Offerors to fill in prices for the latter two system configurations?
- A41. Please provide pricing for all system configurations using existing layout as a template as best possible.
- Q42. MIL-STD-810H, Department of Defense Test Method Standard: Environmental Engineering Considerations and Laboratory Tests (31-JAN-2019) is widely used to measure the ruggedization of mobile products. The student system we plan to offer meets MIL-STD-810H Drop Test (Method 516.8 Procedure IV) - 26 drops were performed from 30 in. onto every side, angle, and edge onto 2 inches of plywood over steel over concrete. Will FCPS accept this military test procedure to satisfy the drop test requirement?
- A42. You may provide information of any measures that are relevant to questions asked and RFP requirements.
- Q43. FCPS stated the seven different criteria that proposals will be rated on as detailed on RFP Paragraph 23.6, and each criterion carries its own weight. However, the Schools did not provide any details for how each proposal will be rated against each criterion. For example, FCPS did not disclose how the Schools will judge the "cost reasonableness" of a proposal. What model will FCPS use since there is no quantity associated with any item that Offerors are asked to provide prices for in RFP Appendix E. In order for Offerors to develop the solutions with an eye to obtaining the highest rating possible, we believe that it is appropriate for FCPS to describe how a proposal will be rated against each criterion.
- A43. Paragraph 23.6 is provided as an overall view of the factors that would be consider for award based on the responses to the RFP.
- Q44. This RFP solicits offers for hardware and ancillary services on a firm fixed price basis. We believe the requirements in RFP Paragraphs 14.1.1 through 14.1.4 are perhaps intended for service contracts that are priced on a time and material basis. Could FCPS please remove the referenced paragraphs to avoid confusion?
- A44. Paragraphs 14.1.1 through 14.1.4 are included for value added services that would be different from a firm fixed price.
- Q45. RFP Paragraph 8.5 document states the contractors must make spare parts available for bulk purchase. What are the typical parts being bulk purchased?
- A45. Please refer to the RFP Pricing Summary, Paragraph 6.2.
- Q46. We are not sure what exactly FCPS is trying to convey in RFP Paragraph 8.2. Can you please re-state it for clarity and to avoid misunderstanding?
- A46. RFP Paragraph 8 is an overview of OEM and remanufactured parts that FCPS currently supports.

Q47. What is the level of service required for Accidental Damage Protection (ADP)? Is it Depot or Onsite? Is it FCPS' intention to combine either Depot or Onsite service with ADP?

A47. It could be either, or a combination of both which will depend on the selection of award.

Q48. RFP Paragraph 7.2.10, A indicates that monitors must be able to "Pan"; however that is generally used as a term for cameras. Please clarify what is meant by "Pan" for the monitors. Do you mean swivel or pivot?

A48. Pivot

Q49. RFP Paragraph 7.2.8 C for Chromebook, states the device shall have been drop tested to include a 4-foot fall to concrete without the need for a protective cover. MIL-STD-810H, Department of Defense Test Method Standard: Environmental Engineering Considerations and Laboratory Tests (31-JAN-2019) is widely used to measure the ruggedization of mobile products. Will FCPS accept this military test procedure to satisfy the drop test requirement?

A49. Refer to A42 above.

Q50. In response to RFP Paragraph 5.7, please define "Level 3 technical issues" and provide examples.

A50. Provided for information purposes only, an example would be support for helping with bug fixes.

Q51. Do all warranties have to be OEM Warranties?

Q51. Yes

Q52. In RFP Paragraph 7.5.2, Student Computers, "FCPS requires a one (1) year warranty on all student designated devices". However, RFP Paragraph 1, Hardware, in the Pricing Summary states "Include 3 yr. warranty." Please confirm if Offerors are supposed to price the sample student device inclusive of 3 years of warranty.

A52. Yes, please price 3 years.

Q53. I saw in the Pre-Proposal Conference that FCPS was adding consideration for iOS and Mac devices. Being that you are currently highly leveraging Windows, would there be a consideration to have Microsoft Surface as an option for this bid as well? I would welcome the conversation of why Surface would be a fit and the value it would bring to the students, teachers, and administration within the district!

A53. FCPS's requires a response on devices mentioned in the RFP from tier one suppliers: any and all devices.

Q54. In response to Addendum 1 Q3: Noting that the Repairs and Accidental Damage are to be priced in RFP Appendix E, Pricing Summary, Paragraph 5, Student Laptop Warranty, please clarify if the Unit Price for the Student Laptop Computer Sample Product in Pricing Summary Paragraph 1 should include or not include the cost for repairs and accidental damage protection.

A54. Refer to A34 above.

Q55. In response to RFP Appendix E, Pricing Summary, Paragraph 1, Hardware, states for the pricing around devices "Include 3 yr. warranty." Special Provisions Paragraph 7.5.2., Student Computers, states "FCPS requires a one (1) year warranty on all student designated devices. Additionally, FCPS requests accidental damage protection (ADP insurance) pricing and policies for years 1-4 for these devices (reference pricing summary, part II)." Please clarify if the Unit Price for the Student Laptop Computer Sample Product should include a 1 year or 3 year warranty.

A55. Refer to A34 above.

All other terms and conditions remain unchanged.

A handwritten signature in blue ink, appearing to read 'JCD' followed by a horizontal line.

Jon Damron
Supervisor

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

RETURN A SIGNED ORIGINAL AND COPIES AS REQUESTED IN THE SOLICITATION.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED