

Computer RFP Q&A

1. Would spare hot swap full systems kept on site be an adequate substitution for on-site warranty? This would allow a warranty situation to be resolved the same day as the problem occurs because the hot swap spare is already on site. This would allow the customer to never have to wait for repairs. Would this solution be acceptable for your bid?

Yes, we will consider hot swapping full systems. Please include these costs in your proposal.

2. Will test units be accepted after the April 17th due date?

Yes. Test units will be received until Monday, May 1st.

3. Do you have a Microsoft enterprise agreement or LOE for Shape the Future?

We have an enterprise agreement that in effect until 2018. We will be applying for Shape the Future.

4. You mention a battery life and integrated camera requirement for your desktop? Is this accurate?

This was a typo. No battery is needed for the desktop. If you are proposing stand alone towers for the desktop devices, the camera should be integrated into the monitor.

5. Will you need Accidental Damage Protection for your desktops?

Accidental damage is not required for the desktops but will be considered if included in the proposal.

6. Most 2-in-1 devices max out at 16GB of RAM; will this work for you?

16GB of RAM will be considered.

7. Will you need monitors?

Monitors will be needed if you are proposing stand alone towers. If you are proposing All-in-One devices, a separate monitor will not be needed.

8. Sample or Demo Computers. The RFP states that these demos need to be the Exact Configuration. We assume this means the exact model and form factor. As the District wants to evaluate the size, weight and build of the device and that exact processor and storage for these demos is immaterial. Please confirm.

The exact processor and storage is material as we would like to demo the performance of some of our business critical software applications on the device.

9. The RFP states best performance for price. Would the District entertain an i5 processor option in addition to the i7?

Yes, we will consider a i5 processor in addition to the i7.

10. Would the District like to see the cost of an optional 4-year warranty?

Yes, a 4-year warranty will be considered.

11. Is Accidental damage and Stolen Device tracking required for the Desktop computers?

It is not required but will be considered if proposed.

12. The Desktops requirements state a Battery and Camera. Can these specs be excluded?

The battery for desktops was included in error. The camera should be integrated into the monitor.

13. Would the District be interested in an All-in-one Desktop that includes a built-in Monitor?

Yes, we will consider All-in-One desktops.

14. In the Laptop/Tablet section: Would you consider a 12.3 in for the 2 in 1? As all tablets are built with display size less than 13 inches.

Yes, 12 in will be considered.

15. Would you consider a laptop alternative as the description for style states "2 in 1 tablet capable devices"

Yes.

16. Would you consider i5core processor, 3.0 GHz in place of i7 processor, 2.0 GHZ

Yes.

17. Can you clarify the tracking/ lost or stolen devices? Are you currently using absolute today? How many terms would you like to see 3 yr, 4yr, 5yr?

In the event a laptop is lost or stolen, we want the ability to track the location of the device. At a minimum, the tracking term should align with the warranty cycle. The maximum should align with the replacement cycle of 4 years.

18. Would you consider a laptop with 12.3 in screen?

Yes, however, the laptop should have the ability to open at a 360-degree angle for flexibility of display.

19. What level of support are you expecting? Basic; Pro; Pro-support? (pro support is recommended)

Pro-support with accidental damage coverage. Cost should be outlined in the proposal.

20. In the desktops portion: Will you accept the camera to be integrated into the monitor for desktops? As desktops alone do not have integrated camera/ sound bars.

The camera should be integrated into the monitor.

21. If yes to question 1, would you prefer the monitor to be tied to the desktop build and included in price, or quoted out separately?

Yes, monitors should be included and quoted separately.

22. Are you wanting the All in One option for desktop for the integrated speaker/ camera with no monitor quoted?

You can propose either towers or All-in-Ones. In the case of towers, monitors should be included. In the case of All-in-Ones, no monitor quote is needed.

23. With the wireless option would you consider the Intel 8256?

Our research shows that this actually refers to a LAN Ethernet card. The answer is no If this is the proposed option for wireless.

24. What level of support are you expecting? Basic; Pro; Pro-support? (pro support is recommended)

Pro support. Accidental damage coverage will be considered. Cost should be outlined in the proposal.

25. On the desktop, you are specifying both wireless and a battery. The wireless is certainly a capability that can be added, but a battery is typically for a notebook, unless, of course, you want a UPS per system which is a bit extravagant.

The reference to the battery was included in error. We want to include wireless only.

26. Cameras are not typically integrated on desktops, but once again, can be added. What is desired?

The camera should be integrated into the monitor.

27. Did you need monitors with the desktops?

If towers are being proposed then yes, monitors are needed.

28. Did you need tracking devices for the desktops too?

No, tracking is not required for the desktops but can be proposed.

29. Are you taking the bids of both together or could the notebooks be awarded to one vendor and the desktops to another?

The proposal may be awarded to one or more vendors.