

**Bid 251-20-147: Question and Answer Document
Addendum 1**

Question	Reference	Vendor Question	Answer
1	<p>RFP Section: Services, Page 6, first bullet: “Arrangements must be made for an appropriately sized, climate-controlled, secure storage facility located in Wake County, North Carolina for devices for up to seven (7) months from date of receipt. Copy of a valid insurance certificate, naming WCPSS as additionally insured, is required as part of proposal to provide proof of liability coverage for storage location.”</p>	<p>Should the Certificate of Insurance be submitted by the manufacturer, or by the operator of the storage facility?</p>	<p>Certificate of insurance should be provided by the manufacturer if manufacturer is operator/lessee of the facility. If manufacturer, as part of the submitted proposal, has chosen to partner with a service provider and service provider has warehouse space, then service provider can provide certificate. Ultimately WCPSS considers the manufacturer liable for the equipment purchased and stored in the facility.</p>
2	<p>RFP Section: Scope of Project, Page 5: “Orders are anticipated to be placed in or around October 2019.”</p> <p>RFP Section: Services, Page 6: “Specific order(s) will require receipt of products no later than January 2020.”</p> <p>RFP Section: Services, Page 6, first bullet: “Arrangements must be made for an appropriately sized, climate-controlled, secure storage facility located in Wake County, North Carolina for devices for up to seven (7) months from date of receipt.”</p>	<p>If orders are placed in October and received in January, the resulting storage period would range from a minimum of three to a maximum of four months. Can WCPSS kindly elaborate on the basis for the requirement that vendors be able to store devices for up to seven months?</p>	<p>The storage requirement of "up to" seven months is based on our experience from previous district-wide device roll outs. Storage needs may only warrant three to four months based on a bidders response to the service requirements listed on Page 6. However, our requirement is for the bidder to be able to provide storage for up to seven months at no additional cost to WCPSS in case of unforeseen delays.</p>
3	<p>RFP Section: Mobile Device specifications, Page 5, last bullet: “Licensed for lowest level of upgradeable Win OS (i.e. Home Premium or equivalent) or Apple iOS.”</p>	<p>The Apple platform features multiple device-based operating systems, including iOS and macOS. To enable respondents to propose devices that best align to WCPSS’s specifications and use case, would WCPSS kindly change this specification from “Apple iOS” to “applicable Apple operating system?”</p>	<p>WCPSS accepts this request. Specification related to Apple OS now reads "applicable Apple operating system."</p>
4	<p>RFP Section: Cover Page, Page 1, and Response Requirements, Page 7</p>	<p>We are an authorized NC State vendor, however, we are not listed as a vendor on the State's 204A contract. Does this preclude us from responding to the bid?</p>	<p>No. A bidder does not have to be listed on the State 204A contract to bid.</p>

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5	<p align="center">RFP Section: Services, Page 6</p>	<p>Can you shed any more light on the items below or confirm that this information is correct?</p> <ul style="list-style-type: none"> • 17,000 laptops need to be stored in NC for up to 7 months. Could they be shipped just in time delivery (1) month out. 7 months storage \$\$ • Laptops will need to transfer from storage to different schools in increments of 75 or 150 • A master image for the mobile devices which will be preloaded prior to delivery on all devices <ul style="list-style-type: none"> • Customer needs someone to transport and install laptops. <ul style="list-style-type: none"> • Installation will include asset tagging • A sign off sheet will be required for each site confirming delivery and acceptance of devices. • Removal of all packaging material of new devices. There is nothing we are to do with the old units. 	<p>The entire order does not have to be shipped out at the same time. Multiple shipments in smaller quantities are acceptable to limit the size of the storage facility required. This is to be determined by the bidder and relayed to WCPSS as part of the submitted proposal. Also refer to answer to Q2.</p> <p>Bidder is required to store at and distribute devices from a separate location. We do not want devices being shipped directly to the individual school sites. The quantities are best guess estimates and may fluctuate slightly from site to site.</p> <p>WCPSS currently has a master image preloaded on devices prior to delivery. With this bulk purchase, the expectation would be to work with awarded bidder to have a master image created and preloaded so each device is ready to connect to our network out of the box.</p> <p>As noted above, WCPSS does not want devices shipped directly to school sites. Bidder must provide delivery from storage location to sites per a deployment schedule. Once at the school, bidder must move devices to a designated location, unbox devices for the school to distribute, and remove all debris after unboxing.</p> <p>Tagging is done prior to delivery to district sites. This is an asset tag with specific information for tracking purposes.</p> <p>Sign off sheet is basically like a packing slip which would list serial numbers of devices delivered and require signature by school representative confirming receipt.</p> <p>As noted above, once the devices are unboxed at the individual sites, all debris must be removed and area left clean and orderly. New devices are supplementing existing fleet so there is no requirement to handle existing devices.</p>
6	<p align="center">RFP Section: Cover Page, Page 1, and Response Requirements, Page 7</p>	<p>The statement on Page 2 indicates offer is valid for 45 days from bid opening date. Statement on Page 7 is that bidder must hold proposal valid for a minimum of 60 days.</p>	<p>Submitted bid proposal must be valid for a minimum of forty-five (45) days from date of bid opening (September 6, 2019).</p>

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7		Do respondents need to be on NC DIT 204A contract or reference and use the terms of 204A?	See response to Q4. The intent of the bid is to potentially secure a better per unit price point than even NC State contract pricing due to the quantities being purchased.
8	RFP Section: Services, Page 6 and Evaluation Criteria, Page 8	The assumption is that the intent of the Wake County storage facility requirement is to ensure timely delivery of systems. If a storage facility is outside of Wake County, but vendor can demonstrate ability to deliver systems in a timely manner from said facility (i.e. meet the intent of the requirement), would the vendor 1) be considered responsive and 2) lose evaluation points?	If bidder's warehouse is located outside of Wake County, it must be noted in the bidder's proposal. While it is preferred the facility is located within the county, it is not a critical requirement that will disqualify a proposal. Point values may be affected.
9	RFP Section; Mobile Devices, Page 5	Please advise the contact name and address to where we may send the required evaluation devices.	All correspondence, including submittal of evaluation devices, should be sent to Mr. Rick Hunter, 1551 Rock Quarry Road, Raleigh, NC 27610.
10	RFP Section: Services, Page 6	Will you please clarify specific date(s)/timeframe WCPSS for equipment delivery to warehouse facility in Raleigh?	As noted in the bid, expectation of order being placed by end of October 2019 with receipt of products at provider's localized warehouse between November 2019 and January 2020.
11	RFP Section: Services, Page 6	To allow for lower cost options and a more efficient process, would WCPSS consider shipping devices directly to school locations from initial warehouse using an organized rollout plan in lieu of a local warehouse?	Reference answers to Q1 above. WCPSS does not want direct shipping to school locations.
12	RFP Section: Mobile Device, Page 5	Are authorized hardware resellers that provide the value added services requested in this RFP required to provide testing unit if manufacturer is also providing a testing unit?	No.
13	RFP Section: Mobile Device, Page 5	Various references throughout RFP refer to "the manufacturer." Will proposals be accepted from VARS who are authorized resellers of manufacturer products as specified?	Yes.
14	RFP Section: Services, Page 6	Is it the intent of WCPSS to limit RFP responses solely to manufacturers?	Reference answer to Q13. This is an open bid process. WCPSS will accept and consider any bid that meets the criteria listed.

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15	RFP Section: Services, Page 6	Does the seven months begin October 1, 2019 and end March 30, 2020?	The seven months would begin on or slightly before the first date inventory begins to arrive at the facility. Therefore if order is placed at end of October and product begins to arrive mid- to end of November, expectation would be November 2019 through May 2020. It is dependent on when the actual order is placed.
16	RFP Section: Services, Page 6	When will ordering begin for shipment to initial warehouse to provide etching and asset tagging?	Reference answers to Q5, Q10 and 15.
17	RFP Section: Services, Page 6	Is WCPSS willing to provide more detail around expectations for the various dates mentioned in the RFP?	We believe clarification has been provided as to warehousing need (7 months), order date (anticipated end of October 2019), and delivery date (by January 2020). As for the preference to have distribution completed by March 2020, this is based on previous experience distributing large quantities to school sites throughout the district. Our expectation is distribution will take two to three months to accomplish.
18	RFP Section: Source Selection, Page 8	Please clarify if bidder is required to be the manufacturer?	Reference answers to Q13 and 14.
19	RFP Section: Specifications, Page 5	Once a product ships out, the warranty will be in effect while products sit in a warehouse. Will WCPSS consider allowing products to be housed at vendor integration facility and ship as part of a planned rollout?	WCPSS expectation is for a planned rollout to occur. Devices would be housed at a secure storage facility provided by vendor and then distributed to sites per a predefined schedule. If possible, warranty start date for devices would be near or at end of project and would be the same for all devices distributed under the project.
20	RFP Section: Specifications, Page 6	Can WCPSS providing more detail on the expectation of the vendor to create a master image? Does WCPSS currently have an image you are using? If so, how is the process today currently being handled? What tools does WCPSS use today to handle this process?	The district currently has a master image preloaded on devices prior to delivery. With this bulk purchase, the expectation would be to work with awarded vendor to have a master image created and preloaded so each device is ready to connect to our network out of the box.
21	RFP Section: Timeline, Page 3	To allow all vendors a reasonable amount of time to adjust to the answers WCPSS provides and ensure we provide a complete and compliant response, will WCPSS allow for at least a one week extension to 9/17/19?	No. In order to meet internal deadlines, submission date must remain September 10.

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22	RFP Section: Services, Page 6	Can a list of address locations that will be receiving new devices/services be provided?	Site list provided under separate document.
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