



Accelerate Progress for Students

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DATE: 08/02/2022

RFP NUMBER: 23-016 RR

RFP TITLE: Technology Device Repair – As Needed

ADDENDUM NUMBER: 1

See Question and Answers

1). How many out-of-warranty Chromebooks and iPads are there?

Total number of devices in the district	
Chromebooks	112,694
iPads	53191

In Warranty	Total # of Devices (IT Purchased only)
Chromebooks	20377
iPads	20185

Out of Warranty	Total # of Devices
Chromebooks	92,317
iPads	33006

2). What is the damage rate on the Chromebooks and iPads?

Damage Rate = 15% Rough Estimate

3). How long is the warranty for the devices? Does your current warranty for devices cover accidental damage?

Chromebooks

The current warranty coverage on our Chromebooks is 3 years, it covers the following:

- Hardware issues
- Software issues
- Accidental damage that covers repairs for drops, spills & surges
- ProSupport: 7x24 Technical Support, 3 Years Accidental Damage Service, 3 Years
- Extended Battery Service for Years 2 and 3 of System Life

Apple Ipads

AppleCare+ for Schools- Provides 4-year hardware coverage for iPads and includes the following:

- Hardware issues
- Software issues
- Battery that retains less than 80 percent of its original capacity
- Up to two incidents of accidental damage per year, each subject to a service fee of \$49 per iPad

- 4). In regards to the Dell Devices Section – does this mean these are Chromebooks or Windows Machines?

These are Window Machines.

- 5). The RFP states vendors must be API (Application Programming Interface) with “our” systems (software). QUESTION – Are the only two systems (software) for integration Cherwell and TipWeb? If so, what fields/data are required to integrate and how often? Do you require status updates via API?

TipWeb and Cherwell, we will be looking to purchase a warehouse management system vendor, to be determined in the future. Inventory and CI Status sync every 24 hours ideally.

- 6). Can we provide additional pricing sheets (similar format) with more device brand/model specifics and repair details?

No, no additional pricing sheets will be accepted with more device brand/model specifics and repair details.

- 7). Can a list be provided of brand/model types for the Windows and Mac OS devices identified?

Dell Latitudes, iPads, MacBook's, Dell Chromebooks (various models). There is not a current list of models.

- 8). Will you post questions and answers from vendors on vendor registry?

Yes, the list of questions and answers from vendor will be posted on Vendor Registry after the 10-day deadline.

- 9). What is the expected turnaround time for repairs on devices once a request has been put in? Will all requests be sent through email by specific points of contact?

The expected turn-around will be within two weeks, unless there are supply chain issues for parts. All requests will be either through email or access to our inventory control/service software (Cherwell).

- 10). If the devices will need to be picked up or shipped to a location other than the distribution center, will there be re-imburement or a fee added for travel and/or shipping?

All devices will be picked up at the distribution center, and there will be no reimbursement or shipping fees.

- 11). If awarded, when is the contract expected to begin with the awarded offeror?

APS has not yet made a determination as to when the RFP will be award, and when work will begin.

- 12). Under the company profile it is requested that we provide information about our company that demonstrates the ability and capacity of the company expressed in terms of its Human Resources, physical and material resources, financial resources, and information resources. What type of financial information are you looking for? Is there a specific report or data that is being requested for the financial aspect?

Information to show financial stability that the vendor feels is appropriate. Please remember that your proposal can become Public Record.

- 13). Does APS have a schedule as to when RFP# 23-016RR will be awarded, and work to begin?

APS has not yet made a determination as to when the RFP will be award, and when work will begin.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

DATE