



RFP # 2020-CHCCS-Chromebooks Vendor Inquiries FAQ

Date: February 24, 2020

NOTE: Hardware option #2—omit “Required accessory: (1) Electro-magnetic resonance pen per device included”

1. When will the vendor be paid?

Answer: The contract period starts when the Board officially approves a vendor's proposal and the contract is signed. Then each year a PO will be created for that year's annual amount and payment is only then made once the delivery is complete and an invoice is received. CHCCS Finance stipulates that we have 30 days from the receipt date to pay the invoice.

2. How will you ensure the warranty is underwritten and backed by a financial institution to prevent warranty failure by provider insolvency or business failure?

Answer: This will be part of an audit that is conducted by CHCCS Finance for vendors who enter into a major contract with the district.

3. Google has announced an increase on the Chrome Management Console effective in March. It won't be in place before the bid is due but will be at the time of any purchase. How do you want us to display the pricing for that?

Answer: We are aware of the impending Google admin license increase for Chromebooks. Vendors can quote per license cost based upon the projected cost at the time of delivery (July 2020).

4. Regarding the 3 year warranty on batteries. Is this 3 total years of coverage or 3 additional years for a total of 4 years?

Answer: 3 years

5. Page 10 of the RFP provides a description of Professional Learning Services. Is this description the basis for the Device Orientation cost on the Pricing Sheet?

Answer: Yes

6. Please provide details on what is required as part of the Professional Learning Services/Device Orientation. Is the scope how to operate the Chromebooks and the device management console? Is training on how to operate Google Drive and G-Suite required during the Professional Learning Services/Device Orientation?

Answer: The orientation should include any specific operating features of the device(s) in the contract award, such as flip/touch and stylus demonstrations, a brief description of hardware and charging procedures, etc.

7. Is the Professional Learning Services/Device Orientation expected to be held on-site or can it be performed remotely?

Answer: On-site

8. Due to potential overseas constraints CHCCS must place an order by May 10 to ensure your July 15 deadline can be met. Please confirm you can meet that order date.
Answer: While it is our intention to place the order by that date, we can not commit at this time.
9. In regards to an authorized manufacturer repair center within 10 miles: Repair and replacements have a two week SLA, are you open to a remote repair and replacement option with a better SLA?
Answer: Yes.
- (Within warranty) The execution of extended warranty repairs must meet the SLA specified in the RFP
 - (Post warranty) Models specified in the proposal must have an authorized manufacturer repair center within 10 miles of the address listed in the RFP
10. Is the protective case required to be pre-installed or delivered in bulk?
Answer: Pre-installed
11. Are all the Chromebooks to be delivered in bulk packaging?
Answer: Yes
12. Will CHCCS consider and grant a 2-week extension of the due date given the tight deadline and constricted time frame between Q&A release and proposal due date?
Answer: No
13. Under the Instructions Section, Pricing / Award Subsection (on page 4 of the RFP), CHCCS mentions that the evaluation criteria includes “compliance with G.S.143-128.2” – Can CHCCS further explain what this statement means and what the specific requirement is?
Answer: <https://www.ncleg.gov/Laws/GeneralStatutesTOC>
14. Are bidders required to submit one (1) hard copy in addition to the USB flash drive?
Answer: Yes
15. Does the pricing proposal just need to be included in the USB flash drive in MS Excel Format?
Answer: The pricing worksheet(s) must be in printed and on the USB flash drive (in MS Excel format)
16. Are bidders able to bid on certain specifications? Meaning bid on just the non-touch devices, etc.?
Answer: No, proposers must provide bid on all (3) hardware options
17. Will any options that expire prior to June 2026 be accepted? We have an extremely competitive price point on a non-touch device that expires June 2025.
Answer: No
18. Is there any opportunity to purchase these devices on a Co-Op contract like NCPA or TIPS?
Answer: No
19. Can any of the Terms and Conditions be redlined with different terms?
Answer: No
- 20.

