



**AMENDMENT NUMBER 1
(October 17, 2017)**

**RIO RANCHO PUBLIC SCHOOLS
PURCHASING DEPARTMENT
500 LASER ROAD NE
RIO RANCHO, NEW MEXICO 87508**

TITLE: PURCHASE OF CHROMEBOOKS

DEADLINE FOR RECEIPT OF PROPOSALS IS AS FOLLOWS:

Submittal Due Date & Time: Tuesday, October 24, 2017 at 2:00 PM

DELIVER TO: Rio Rancho Public Schools
Purchasing Room 120
500 Laser Road NE
Rio Rancho, New Mexico 87124

The purpose of this amendment is to provide RRPS's written response to the questions that have been timely submitted (see following list). *All other BID terms, conditions, specifications, requirements and criteria remain unchanged.*

Question #1: Will protective cases be provided for any/all of the new Chromebooks?

Response: If the Chromebook model you are offering is designed for classroom ruggedness and has a rubber-wrapped protective covering, then no case is needed. If the Chromebook is not designed for classroom ruggedness, then please provide a bid amount and complete product description for protective cases.

Question #2: Are we able to just bid the carts?

Response: Yes

Question #3: Will the quantities listed in the RFP be the quantities ordered after the award for the RFP?

Response: Depending on the year and funding, the quantities will increase or decrease depending on the need. This is a fairly good estimate as to what will be ordered in the upcoming years.

2017-2018 - 5,000

2017-2018 - 5,000

2019-2020 - 4,300

Question #4: Page 6 Item 3, Page 7 Item 4 - What is the estimated cart quantity count that will be ordered of each of the following: Spectrum 55423-DBQ - Connect36 and Spectrum Cloud 40?

Response:

ITEM #3: Spectrum 55423-DBQ (pasted from RFP)

Carts for Elementary Schools:

Qty: 81 or more 2017-2018

Qty: 80 or more 2018-2019

Qty: 80 or more 2019-2020

ITEM #4: Spectrum Cloud 40 Chromebook (pasted from RFP)

Qty: 68 or more 2017-2018

Qty: 60 or more 2018-2019

Qty: 60 or more 2019-2020

Question #5: Page 5 Option: White Glove Service - Please provide more detail as to what work is to be done at each RRPS school site.

Response: White Glove Service Needed –

- Each chromebook will need to be unboxed and boxes recycled or disposed of properly.
- Each chromebook will need to have a RRPS Tag # sticker placed on the chromebook (Tags provided by IT dept).

- The RRPS Tag#, serial number of chromebook, site name of where chromebook and cart are located, and cart # need to be on a spreadsheet (CSV) so we can import into our inventory system by school site.
- Each chromebook needs to be added to the RRPS google chrome management console (more details from system admin if you are awarded the RFP).
- All updates and firmware updated on Chromebooks.
- Carts unboxed and chromebooks placed in cart with cable management of chromebook power cords complete and orderly in the cart. Deliver completed cart to school site.

Question #6: Page 5 Option: White Glove Service – How many school sites are to be delivered to?

Response:

8 carts at each of our 10 elementary schools with 30 chromebooks in each cart

10 carts at each of our 4 middle schools with 35 chromebooks in each cart

14 carts at each of our 2 high schools with 35 chromebooks in each cart

1 cart at IHS

Carts delivered to the school site when all of the above is complete

Question #7: Page 5 Option: White Glove Service – Please provide a delivery schedule.

Response:

8 carts at each of our 10 elementary schools with 30 chromebooks in each cart

10 carts at each of our 4 middle schools with 35 chromebooks in each cart

14 carts at each of our 2 high schools with 35 chromebooks in each cart

1 cart at IHS

Carts delivered to the school site when all of the above is complete

Question #8: Page 5 Option: White Glove Service – Please provide additional information on your asset tagging requirements.

Response: See answer # 5 above.

Question #9: Page 4-7, D – Is the Chrome Management Console License a part of the White Glove Service or the Hardware?

Response: Yes see question #5 above and yes we will need a chrome management license for every Chromebook that is purchased.

Question #10: Page 19 of the RFP, section C. Proposal Organization – Section C. Proposal Organization references – Evaluation Criteria 1 through 5 (Tabs 2 through 6). We are not seeing a Tab 6. Please confirm there are Tabs 2 through 5 only.

Response: Pleased delete reference to “Tab 6”

Question #11: Page 19 of the RFP, section C. Proposal Organization – Section C. Proposal Organization references – Exhibit C: RRPS Supplier Conflict of Interest and Debarment/Suspension Cert. Form. Will you please confirm this exhibit should be labeled as Exhibit A?

Response: Yes, Please provide as Exhibit A.

Question #12: Page 19 of the RFP, section C. Proposal Organization – Section C. Proposal Organization references – Exhibit D: Offer Signatory Form. Will you please confirm this exhibit should be labeled as Exhibit B?

Response: Yes, Offer Signatory Form should be labeled as Exhibit B.

Question #13: Page 19 of the RFP, section C. Proposal Organization – Section C. Proposal Organization references – Exhibit F: Resident Veteran Preference Certification. Will you please confirm this exhibit should be labeled as Exhibit D?

Response: Yes, Resident Veteran Preference Certification should be labeled as Exhibit D.

Question #14: Page 19 of the RFP, section C. Proposal Organization – Section C. Proposal Organization references – Exhibit G: Campaign Contribution Disclosure Form. Will you please confirm this exhibit should be labeled as Exhibit E?

Response: Yes, Campaign Contribution Disclosure Form should be labeled as Exhibit E.

Question #15: Do we need to extend warranty or any additional service plans beyond the 1 year?

Response: No.

Question #16: There is no mention of accessories or additional warranty beyond what's provided by the vendor. Is this correct?

Response: Must have a manufacturer self-warranty and self-maintenance program. This program must certify RRPS technicians at no additional cost to RRPS to perform warranty repair on RRPS site without need to send the devices into the manufacturer or 3rd party. Warranty parts must be available to send to RRPS when requested. In addition, for self-maintenance RRPS must be able to order factory replacement/repair components and be certified to repair Chromebooks. All repairs must maintain the factory warranty. If the Chromebook does not come built for education and have a rugged edge, then please provide options for a protective case.

If you have a price for an extended warranty, please provide that option for us and pricing.

Question #17: Do the units need to be unboxed and installed and cabled onsite at the school they are being deployed at...or can we deploy the integration at our warehouse and ship them fully set up to the schools?

Response: Yes, they can be deployed off site and then delivered to schools.

Question #18: EC-4:PRICE PROPOSAL Page 21 - Provided that we work with the manufacturers to continuously provide the same discount off list cost, how does RRPS plan to address the new roll-out for the life-cycle of devices, as some may become end of life before the term of 3 the year the contract?

Response: In responding to this solicitation, offerors will be required to present product offerings that are scheduled to be available during the term of the agreement. RRPS does not desire to purchase products at or nearing the end of their product manufacturing life cycle.

Question #19: Section E Training Page 7 - Can RRPS please provide a more specific Scope of Engagement surrounding the training and its requirements? Are there any additional training requirements besides the warranty/repair? Also can you please specify the quantity of personnel that would need the training?

Response: Certify and Train 10 technicians how to order exchangeable parts online and how to perform easy on-site maintenance without having to return product to

manufacturer. Being able to dismantle and replace key, modular components and replace them on site to minimize downtime.

Question #20: When would the initial order be placed for the winning equipment....or how soon would the rollout begin?

Response: Upon Award – most likely November/December, 2017