



**Charlotte-Mecklenburg Schools
Request for Proposals Addendum #001**

Purchasing Department
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Invitation for Bids: 163-09052024TB

Bid due date: October 1, 2024

Commodity: Computer Hardware Rental or Leasing
Services (UNSPSC Code: 81112400)

NOTICE TO BIDDERS:

Please be advised that this is Addendum #001 for RFP 163-09052024TB – CMS Chromebook Lease with Purchase Option. The questions and responses from vendors are listed below.

Addendum #001 contains Questions 01 - 60 for this Request for Proposal. The following is a collection of questions submitted for clarification regarding RFP 163-09052024TB – CMS Chromebook Lease with Purchase Option. All questions submitted regarding this RFP have been answered to the best of our ability. No further questions will be entertained in relation to this RFP.

As noted in 2.10 Proposal Contents section d) Signed receipt pages of any addenda released in conjunction with this RFP will be required to be included in your proposal.

PLEASE NOTE THE BID DUE DATE ABOVE HAS CHANGED FROM THURSDAY, SEPTEMBER 26, 2024, TO TUESDAY, OCTOBER 1, 2024. THE OPENING TIME WILL REMIAN UNCHANGED AT 3:00 PM (EST).

#	Questions	Answers
1	5.2 Specifications	
1a	- Display	
	o Is the intent to have a full convertible device or will clamshell touch be accepted?	A full convertible device is preferred, one separate quote with an alternate clamshell model is acceptable (VENDOR MAY SUBMIT AN ALTERNATE QUOTE AS NOTED IN THIS RFP)
	o In parentheses is show states "Touch, Corning Gorilla Glass?"	Touch and Gorilla Glass is preferred
1b	- Connectivity	
	o Integrated wireless LAN with LTE (CAT9)	
	§ Is RJ45 port required?	Not required
1c	- Clarification and question on LTE.	
	o The bid states LTE Enabled.	
	§ Is this required or preferred?	Not required or preferred

	§ If required, please clarify if CMS would like the device to be LTE capable or Enabled? We are assuming enabled is meaning ready to use when it get to CMS?	Not required or preferred
	§ To make this possible the device would need a LTE card and a LTE Plan/contract. The LTE plan would be provided by a carrier, Verizon, ATT Etc. and this would be a monthly cost?	Not required or preferred
	§ If CMS is asking for a device capable of LTE this would only require the LTE card and the device would not be able to use the LTE until a plan was purchased.	Not required or preferred
	o Consideration for LTE as a whole.	
	§ This feature without a monthly plan is at minimum a \$45 device cost increase and most of the time this feature lies dormant never getting used.	Not required or preferred
	§ \$45per device x 34,000 device would equal \$1,530,000 of the budget.	Not required or preferred
2	page # 14, section 4.10	
	CMS states that warranty service is to be initiated within 24 hours of notification. Is the expectation that devices are picked up within 24 hours of notification?	This is to start the warranty process on the vendor side with confirmation, expectation is devices will be turned around for repair in 3 business days with weekly deliveries to a central location or school.
3	page # 14, section 4.10	
	CMS requests "warranty on-site calls within one business day." Is this "call" able to be performed virtually?	The call made should have an on-site technician in route within one business day
4	page # 16, section 5.2	
	CMS states that a weekly pickup and drop off of devices is expected. Can the district elaborate on the 24 hour response time in regards to a weekly pickup and drop off schedule? What qualifies as a response?	72 hour SLA is preferred, acknowledgment of the submission qualifies as the response
5	Page 15, section 5.2	
	Is the district interested in reviewing non-OEM extended warranty options?	No
6	Page 15, section 5.2	
	Are the laptops expected to have 2-in-1 functionality?	Yes

7	Page 16, section 5.2	
	For the weekly site pickup, will devices be picked up from one central location?	Multiple sites are possible.
8	General	
	Are you okay with accepting non-manufacturer warranty options?	No
9	Warranty	
	As part of our branded Platinum Accidental Damage warranty service, would you accept weekly pickups and drop offs at every location? Or must it be 72-hour? We have a repair center in Charlotte.	72 hours SLA is preferred
10	General	
	With the bid being due on 9/26/24 does CMS have an anticipated date that they would like delivery by once an award is made	December 1, 2024
11	Attachment A Pricing, pg 20	
	Does CMS have a preference for refresh cycle for devices?	4 years
12	Attachment A Pricing, pg 20	
	What are the expected billing terms?	Billing terms are noted in Attachment C - Terms and Conditions item #7
13	Section 5.2 Specifications, pgs 15-16	
	Is it required for a vendor to visit each site weekly or when we are notified that there are broken devices are at the site?	Weekly visits are required when devices are in queue for repair or drop off
14	Section 5.2 Specifications, pgs 15-16	
	Would CMS allow selected vendor to use their version of ServiceNow to respond to incident tickets?	Yes, but integration will be required
15	Section 5.2 Specifications, pgs 15-16	
	If the lease term is 4 years, is the warranty required for 4 years as well?	Yes, the warranty is required for 4 years.
16	Section 3.4 Evaluation Criteria, pg 9 and Att. A Pricing, pg 20	
	Can CMS clarify on evaluation item C: Leasing APR rate and yearly cost? There is not a corresponding field in the Pricing Table in Attachment A.	APR Rate notation was assumed to be a singular line item noted in the proposal or can be a note under the pricing table. Monthly Lease Cost and Yearly Lease Cost is noted on the pricing sheet.
17	Section 3.4 Evaluation Criteria, pg 9	

	Can CMS provide more information on evaluation criteria for item D: Strength of Warranty?	Manufacturers warranty is acceptable, enhanced warranty included in addition to manufacturer's warranty is acceptable with equal or reasonable costs
18	Section 3.4 Evaluation Criteria, pg 9	
	Can CMS provide more information on evaluation Item B Specifications? How would a vendor score the maximum 20 points?	No
19	Section 2.4 RFP Schedule, pg 5	
	Can CMS provide a 2-week extension?	No
20	Section 2.4 RFP Schedule, pg 5	
	When is the anticipated contract start date?	November 1, 2024
21	Section 5.2 Specifications, pgs 15-16	
	How will CMS order devices from the vendor? Will we receive a request from the CMS ServiceNow instance? Do they occur throughout the year or are there large bulk orders before the beginning of a new school year?	All orders would be in the form of a CMS Purchase Order. (Discussion around bulk orders would be coordinated during a preplanned meeting).
22	Section 5.2 Specifications, pgs 15-16	
	Under what conditions would a device be sent to the CMS Technology Warehouse versus a school location?	If CMS needs to hold spare devices.
23	Section 5.2 Specifications, pgs 15-16	
	Is the vendor expected to deliver devices shipped to the warehouse to a school location?	Warehouse with the possibility of school sites after planning. Noted under 5.2 Specifications - Shipping/Delivery Technology Warehouse or designated school site.
24	Section 5.2 Specifications, pgs 15-16	
	How many hardware service tickets does CMS receive for Chromebooks annually?	12,000
25	Section 5.4 Technical Approach, pg. 16 -16	
	Can CMS confirm that the last three rows of the Specifications table in Section 5.4 (Warranty, Value Added Services, and Shipping/Delivery) are the anticipated Scope of Work?	Yes, as noted in the RFP.
26	Section 5.2 Specifications, pgs 15-16	
	Can CMS provide warehouse space for activities such as device shipping, receiving, imaging and repair at the CMS Technology Warehouse?	Only for shipping and receiving, vendor must have own space for initial receiving of chromebooks, imaging and repair. It would be assumed that the vendor off site location be in proximity to meet the service call needs outlined in this RFP.
27	Section 5.2 Specifications, pgs 15-16	
	Can the CMS confirm the number of sites under this scope?	CMS currently has 186 schools, with additional school added each year, roughly 3-5 depending on bond referendums. In addition to a number of axillary sites for departments spread through out Mecklenburg county.
28	Section 5.2 Specifications, pgs 15-16	
	What's the number of spare devices to be included at every site?	3% of inventory

29	Section 5.2 Specifications, pgs 15-16	
	Can CMS provide an asset tag sample photo?	Yes
30	Section 5.2 Specifications, pgs 15-16	
	Regarding the requirement stating that "CMS will provide tagging information to the vendor with specific range of asset numbers, color scheme, sizing, and tag description", please provide the number of items in each range other than 34,000 asset numbers, i.e., number of colors, size range,	This will be provided after the bid is awarded
31	Attachment F NC Lundsford Act General Statute 14-208.	
	Is this required for only employees that will be going onsite or is it required for all employees regardless of their proximity to the project?	All employees regardless of their proximity
32	RFP Section 5.2, Page #15	
	Requirement for Gorilla glass – most manufacturers only use this technology in 360 hinge devices due to cost, is CMS wishing to only see 360 hinge products or will they accept clamshell devices that do not have Gorilla glass technology?	360 hinge product is preferred, one quote with an alternative clamshell form is acceptable (VENDOR MAY SUBMIT AN ALTERNATE QUOTE AS NOTED IN THIS RFP)
33	RFP Section 5.2, Page #15	
	Devices- does CMS have a preference on size and style of devices between 11" clamshell, 11" 360 hinge, and 14" clamshell or is CMS looking to offer a mixed offering of products based on teacher/student needs?	11.6" 360 product is preferred, one quote with an alternative clamshell form is acceptable (VENDOR MAY SUBMIT AN ALTERNATE QUOTE AS NOTED IN THIS RFP)
34	RFP Section 5.2, Page #15	
	CAT 9 requirement- currently no manufacturers current chromebook products have CAT 9, will CMS accept devices with CAT 6? (new devices will roll out in the upcoming months that may have that technology)	Cat 6 and 9 are not required - Chromebooks should be wi-fi enabled.
35	RFP Section 5.2, Page #15	
	Is CMS interested in seeing pricing for non LTE devices	Yes, non-LTE is preferred, however we would entertain seeing the price.
36	Section 4.10; p.14	
	What type of onsite training does the district typically take advantage of? Examples: Technician/IT Team training, Teacher Training, etc?	Technician/IT Team training, training for technology contacts at schools.
37	Section 6.3; p. 17	

	Continues Improvement - the district indicates that it encourages the vendor to identify opportunities to reduce the total cost to the district. With that in mind, is the district open to considering an alternative proposal for Warranty & ADP options?	Manufacturer's warranty will be accepted, enhanced warranty included in addition to manufacturer's warranty is acceptable with equal or reasonable costs
38	Section 5.2; p.16	
	The district indicates weekly site pickup and drop off is required, how frequently has the district typically received pickups and dropoffs (Daily? Twice a Week? , etc)	72-hour SLA is preferred with bi-weekly pickups and drop-offs
39	Section 5.2; p. 16	
	Are the weekly site pickups and drop-offs at the individual locations or at a central location?	Central location with the possibility to expand to individual locations
40	Section 5.2; p. 16	
	Does the district wish to have Zero Touch Enrollment (ZTE) of all devices or consider it as an option?	Yes
41	General Scope of Bid	
	What is the timeline for delivering 34,000 units, and how will delivery logistics be managed?	Must be received by December 2024, logistics will be planned in collaboration with the vendor
42	Section 5.0; p. 15 and General Scope	
	What is the process for transitioning to new models once the current models are phased out?	Devices are currently recycled; this may change to a surplus/auction process at CMS digression.
43	Section 5.0; p. 15 and General Scope	
	How will end-of-life units be handled, and will there be options for repurchasing or recycling?	There may be options for repurchasing or recycling
44	What is the ideal setup for the lease with a purchase option?	4-year lease with option to purchase
45	What is the desired delivery date for the 34k devices?	December 16, 2024
46	Is the district open to devices with other specs?	Devices must meet the minimum specifications noted with cost and performance as the most important factors
47	5.2 SPECIFICATIONS, pg.15	
	1. Requirement for Gorilla glass – most manufacturers only use this technology in 360 hinge devices due to cost, is CMS wishing to only see 360 hinge products or will they accept clamshell devices that do not have Gorilla glass technology?	Gorilla glass only
48	5.2 SPECIFICATIONS, pg.15	
	1. 1 Requirement for Gorilla glass – will CMS accept an equivalent like Dragontrail Glass or an equivalent aluminosilicate glass?	No

49	5.2 SPECIFICATIONS, pg.15	
	2. Devices- does CMS have a preference on size and style of devices between 11" clamshell, 11" 360 hinge, and 14" clamshell or is CMS looking to offer a mixed offering of products based on teacher/student needs?	11.6" is preferred with a 360 hinge, one separate quote with a clamshell device is acceptable (VENDOR MAY SUBMIT AN ALTERNATE QUOTE AS NOTED IN THIS RFP???)
50	5.2 SPECIFICATIONS, pg.15	
	3. Currently no OEM offers CAT 9 LTE Capabilities integrated into the device. Would the district consider a differently classed CAT LTE capability or could this spec be met with a hotspot?	LTE is not required, hotspots will not be purchased as a part of this RFP
51	2.4 RFP SCHEDULE, pg.5	
	4. With the bid being due on 9/26/24 does CMS have an anticipated date that they would like delivery by once an award is made?	We would like delivery prior to December 16, 2024
52	RFP Section N/A	
	In regard to leasing as a whole: Will CMS pay sales tax up front? If sales tax is financed it will accrue interest. We can entertain TELP (tax exempt lease purchase) if that is approved by CMS?	CMS cannot pay up front by general statute. CMS is not Tax Exempt.
53	RFP Section: 4.10, Question 1, Page number: 14	
	The RFP mentions a 72 hour depot turn around and a 24 hour window to initiate warranty service. Can you please clarify the total time frame, i.e. where does the 24 hr window exist in relation to the 72 hr window?	This is to start the warranty process on the vendor side with confirmation, expectation is devices will be turned around for repair in 3 business days (72 hours) with weekly deliveries to a central location or school.
54	RFP Section: 5.2 Question2 Page number:14	
	Can CMS expand on the ask? Based on the requested solicitation all the devices will be under warranty, question 1 would be the same answer here unless more information is desired?	This is to start the warranty process on the vendor side with confirmation, expectation is devices will be turned around for repair in 3 business days (72 hours) with weekly deliveries to a central location or school.
55	RFP Section: 4.10 Question12, Page number: 15	
	Which devices would be fixed or required to be fixed onsite? Is this in addition to Courier service?	All devices need to be picked up weekly from each site for repair, repair at a school site is acceptable in addition to the courier service.
56	RFP Section: 4.10 Question13, Page number: 15	
	Is this in refence to the courier service, onsite repairs (depending on answer above) or warranty claims?	Yes, all 3 options
57	RFP Section: 5.2 Page number: 16/17	
	Can you confirm that manufacture warranty will be required for both internal components and ADP?	Yes

58	RFP Section: 5.2 Page number: 16/17	
	Third party self underwritten for either of both above will not be accepted?	Correct
59	General	
	Could you please provide any information on the expected delivery schedule following the award decision?	Devices must be received by December 2024
60	5.2 Specifications	
	to confirm the compatibility of the current infrastructure with Category 8 (Cat 8) cables. As Category 9 (Cat 9) is not available, it is important for us to know if Cat 8 cables are backward compatible with other categories such as Cat 5, Cat 5e, Cat 6, Cat 6a, and Cat 7 equipment and topology.	Cat 5-9 are not required. Chromebooks must be wi-fi enabled.