



QUESTIONS & ANSWERS FOR RFP Information Technology Hardware

Please be advised all questions are keyed as submitted:

Question:

Am I allowed to submit a proposal for devices that are different than the OEM's (Microsoft and HP) listed on the RFP? I just want to make sure I'm allowed to suggest a different OEM like Samsung in lieu of Microsoft and HP.

Answer:

The quotes should reflect the exact specifications provided

Question:

On page 6, it lists 2500 children's tablets. But no manufacturer is listed. So is that open for any manufacturer to be quoted for that?

Answer:

Yes, any manufacturer would be fine as long as the devices meet or exceed the specs.

Question:

Windows 11 Pro. or Windows 11?

Answer:

Windows 11 Pro.

Question:

Onsite deployment services were mentioned in the RFP. Just to clarify, what are the expectations around this? We appreciate the opportunity to submit a proposal.

Answer:

The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users through completion. Approx. 4-5 hrs per device.

Question:

- 1) Can you expand on the details related to what is required for the deployment of the IT equipment.



- a) Is it general unboxing, general network connection or is there proprietary software applications that must be implemented.
- b) How long of a deployment period is expected for all equipment to estimate labor hours and manpower.

Answer:

The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users to ensure that all applicable systems are operational. They should be able to work through completion. Approx. 4-5 hrs per device.

Question:

1. Is the Early Learning Coalition of Hillsborough County willing to split the award for the tablets and the laptops?
2. Will you allow for different vendors than noted in the Bid as long as the specifications are met?

Answer:

1. Yes
2. No

Question:

"When both parties have signed this AGREEMENT, the COALITION agrees to make a payment upon receipt of a properly payable invoice which has been approved by COALITION management. {insert payment schedule; Florida Statute does not allow for prepayment of goods or services} All goods and/or services are subject to final approval by a representative of COALITION prior to payment."

We wanted some clarification on how this would work. It says prepayment is not allowed but the COALITION is given 30 days from the invoice to make payment. Would the invoice not occur before services are rendered?

Answer:

That is because due to our policies we cannot prepay for services before being rendered.

Question:

My question is for this proposal do you have any procurement history? also is there any way to know what your budget and price point are for this proposal? I would like to use this to do your pricing analysis.

Answer:

Please provide your proposal based upon the specifications noted.



Question:

Can you define what the “on-site deployment support” consist of?

Answer:

The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users to ensure that all applicable systems are operational. They should be able to work through completion. Approx. 4-5 hrs per device.

Question:

How would you like the proposal submitted?

Answer:

All proposals should be submitted per the guidelines listed.

Question:

Could you please give us an example of a brand or model for the children’s tablet devices of previous incumbent?

Answer:

Please provide your proposal based upon the specifications noted.

Question:

The OEM is asking, can you tell me what the inventory system is? Are there any current work instructions?

Answer:

The inventory system is Apricot and yes, there are instructions

Question:

We had a quick question ref where the computers would be deployed ? is it all to one location ?

Answer:

Yes, one location

Question:

We would like to participate in RFP-07006 for ELC of Hillsborough County, but I wanted to ask you a question. We can definitely supply all of the hardware you are looking for, however, wanted to inquire about "On-site deployment support should be included in proposal".



How important is this piece to the RFP? That is not something we typically provide, so if that is absolutely crucial, we may not participate.

Answer:

The onsite deployment is an important part of this RFP.

Question:

1. When onsite deployment is referenced. What is the true scope of the service required as it only states On-site deployment support should be included in proposal?
 1. Can you provide an estimated time you think it should take? **4-5 hours per laptop/Surface**
 2. How much participation do you need of us upon delivery of a device?
 1. Physical de-installation of old equipment? Just laptop/tablet or any other items as no other monitors, keyboard/mice, or docking stations are in the bid. **Just laptop/tablet**
 2. If old equipment is removed, where do you need the old equipment need to be staged? Onsite or at another centralized location in the county? **Old equipment should be staged in another room in the same building**
 3. Any data transfer required? **no**
 4. Normal business hours for onsite deployment? M-F 9am to 5pm? **Yes, normal business hours**
2. Is any imaging, asset tagging, etching, or laptop/tablet casing required? If so, can you provide any requirements for these services? **Yes, the devices will be in Intune**
3. What warranty do you require on the different models as nothing was specified? **1-3 year manufacturer's warranty**
4. The RFP mentions:
 1. HP and Microsoft Surface Pro- are substitute OEMS allowed? **No**
 2. A tablets brand is NOT specified, is the ELCHC open to any Android based device?**Yes**

Question:

1. Please confirm you are not needing data transfer as this usually consumes the most time for an installation.
2. What else do you require to be conducted onsite as part of the installation process?
3. Are you requiring configuration of settings and installation of software per end user?
4. You referenced Intune imaging. Are you only desiring Autopilot registration into Intune?
5. We offer customized imaging processes that produce a device as ready to go out of the box to minimize installation time onsite to reduce costs for installs. We could review an imaging process to conduct Intune Autopilot registration, with enrollment and provisioning as well. Is that something you want?

Answer:



1. No data transfer as all users are on OneDrive.
2. The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users to ensure that all applicable systems are operational. They should be able to work through completion. Approx. 4-5 hrs per device.
3. Some users have specialized needs.
4. Yes
5. No

Question:

Do you have a specific memory amount needed?
Will you accept 64GB of flash storage?

Answer:

Please provide your proposal based upon the specifications noted.

Question:

1. What are the On-site deployment support needs? Are the devices getting deployed at the same time?
2. For the Children tablet devices is the PBS Kids a good fit? Full Specs listed below:

Playtime Mode 2.0
Android 11 (Go Edition)
7in. HD 1024 x 600 Screen
Front and Back Cameras
1.6GHz Quad-Core Processor
2 GB RAM
16GB Flash Memory (formatted capacity will be less)
USB Input
Kid-Friendly, Kid-Safe
Parental Controls
Durable Design
8-Hour Battery Life
Dedicated GPU
Compatible with Bluetooth
Wi-Fi Enabled
MicroSD Card Slot

Answer:



1. The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users to ensure that all applicable systems are operational. They should be able to work through completion. Approx. 4-5 hrs per device. The Laptops and Surfaces should be deployed within the same project. The student tablets will be distributed by ELCHC staff.
2. Please provide your proposal based upon the specifications noted.

Question:

In the scope of services you indicate, On-site deployment support should be included in proposal Can you please elaborate what type of support you require? Is it installation of software, configuration, charging of devices, unpacking? We need to dimension the number of man hours and type of skills required.

Answer:

The expectation is that this team will receive the equipment, unbox, and enter into the inventory system. They will schedule the swap out time with the users and then, they will prepare it for use through Microsoft Intune and work with the users to ensure that all applicable systems are operational. They should be able to work through completion. Approx. 4-5 hrs per device.