

	Question	Answer
1	Is this a winner take all bid? Or can vendors choose to just bid on docking stations or just bid on devices?	OCS reserves the right to choose groups of items from various vendors. A vendor could elect to just bid the docking stations for example.
2	For the persistent pricing section, is our pricing allowed to fluctuate or does it have to remain the same until June 2027?	The price per unit provided in the bid would need to remain persistent (or less) until June 2027.
3	I wanted to check if your district has a copy of its Microsoft Shape the Future letter.	A microsoft license should not be part of the bid. We have the licenses and will be providing an image for the devices under our Microsoft licensing.
4	Are you willing to accept current gen equivalent Meteor Lake processors?	Processors should be Intel Ultra 5 series 200 or equivalent.
5	Does the client want both FMV (Tech Refresh) and \$1.00 Buy-out options? RFP states buy-out options which tend to be FMV structures.	If we go with the lease option, we will want to own the devices at the end of the lease.
6	How does the client want to handle NC upfront sales/use taxes...Will they pay upfront in one lump sum or do they want it capitalized into the financing. Capitalizing the tax is not recommended as they will be paying interest on taxes.	All sales/use taxes have to be included in the total. Should be part of the financing amount.
7	Is it anticipated that the lessor would build in PPT or simply provide proof as per the Lease Agreement and bill annually to Orange Co SD?	Personal Property Tax would need to be included into the lease agreement option that is provided. It would be part of the lease payments.
8	Annual or monthly Payments?	Annual Payments
9	If the goal is to have warranty coverage until August 2029, given that the purchase is planned for on or shortly after June 13, 2025, a 4-year warranty would only extend until June 2029. Would you like us to suggest a 5-year warranty instead to meet your coverage needs?	4 Year Accidental Damage Insurance/Warranty to August 31, 2029. The new staff devices will not be deployed to the majority of our staff until the end of August and into September. We want the coverage to fully cover the devices until the next planned replacement.
10	Is the current persistent pricing structure intended for another bulk order, or is it meant for replacement units?	Replacements
11	We are planning to propose a model that will reach its end-of-life at the end of June. Since the replacement model won't be available until March, is a purchase timeline in June feasible for you? Please note that after June, stock levels might be lower than anticipated.	We anticipate an April/May purchase order after BOE approval and contract completion. We are asking for delivery of the new devices on or shortly after June 13, 2025
12	Regarding your white glove services.- can the skins be applied to the devices offsite and then delivered to Orange County schools ?	The skins should be applied offsite. The skin would be on the top cover only.
13	Do you want two separate proposals ...one for purchase and one for lease purchase in response to your Rfp?	Yes please include both options in your proposal.
14	What do you do with the "old" assets?	We plan to repurpose the devices being replaced.
15	How many total warranty repairs due to accidental damage occur each year?	It is impossible to provide an accurate estimate, it depends on the ruggedness of the device and the number of years deployed.
16	How will disposal of old laptops be managed?	We plan to repurpose the devices being replaced.
17	Please define what "local repair" entails. Is this an onsite requirement or a centrally located local repair requirement?	No mail-in warranty service. We expect either a pick-up service to be included or us bringing the devices to the repair center which would need to be in within 20 miles.
18	Referencing "white glove services", please confirm delivery will be to one (1) location	Delivery will be to one location.
19	Once units are delivered, will any further services be required to deploy units to the end users?	No

20	Is the expectation to purchase all devices up front and deliver shortly after June 13, 2025, or would you prefer a more staggered approach?	We will be purchasing all of the devices up front. An OCS approved staggered delivery can be an option.
21	How many images/profiles are required and the approximate image sizes?	One image. Approximate image size is 20GB.
22	In the RFP page 3, C - Skin Requirements lists two per device. Under white glove services it mentions applying a skin to the top of the device but mentions nothing about the second skin. Please clarify requirement.	Second skins will be delivered as spares with the devices. They will not be applied to the devices, but rather in bulk for OCS to use to replace skins on the top as needed.
23	Can you provide an estimate of monthly warranty and repair service calls?	It is impossible to provide an accurate estimate, it depends on the ruggedness of the device and the number of years deployed.
24	What duration do you prefer for leasing?	4 Years
25	Do you require onsite technician (s) to install?	The image should be installed during the white glove service. We would not expect onsite technicians.
26	Two pricing models were requested. Can you please confirm if this is going to be a one-time purchase regardless of the purchasing method?	One time purchase with persistent pricing purchases for replacement devices as needed.
27	Are there any other post or pre deployment requirements?	No
28	Is buy-out option mandatory requirement for the leasing option?	We will want to own the devices at the end of the lease.