

RFP T-25001 (Student Chromebooks)

Questions and Answers

(Updated 4/2/2025)

Question: Will you accept new laptops with ChromeOS Flex installed by the manufacturer?

A: We would consider ChromeOS Flex, assuming it meets all other requirements and specifications in the bid document. The scoring of ChromeOS Flex devices may be impacted by suitability to the district's needs or total cost of ownership if the devices have management or functionality limitations. Providing supporting documentation that outlines these details should be included or may be requested upon receiving the bid.

Question: Can we submit some free samples for evaluation and inclusion on the RFP response?

A: Yes, free samples of Chromebook cases can be sent, but will not be a part of the RFP process and will be considered separately.

Question: If a reseller remits with a case option included, will it be disqualified?

A: No, a vendor will not be disqualified for including a case option. However, any additional options, such as cases, should be presented separately from the main proposal as an optional add-on. We will seek cases separately in the future, as needed, once a specific device model is identified.

Question: What does the School District want to see included in white-glove services?

A: The district is open to various white-glove service offerings based on the vendor's available options. Vendors should present each white-glove service as a separate add-on, along with a total cost for all services if offered as a bundled package. Examples of what could be included are asset tagging, zero-touch enrollment, and unboxing. The district will compare the winning bids for white-glove services with its internal capacity to perform these services to determine if white-glove services will be purchased.

Question: If Asset Tagging is required, will the school district supply the asset tag(s)?

A: The district does asset tag devices. That being said, asset tagging is not required by a vendor. However, we welcome optional bids for this service. If the optional white-glove service is accepted, then yes, the school district will provide the asset tags.

Question: How many asset tags are required per device?

A: One

Question: Will the School District want to have the Chromebooks enrolled?

A: The decision to include Chromebook enrollment as part of the white-glove service is at the vendor's discretion. If enrollment is offered, it can be included as part of the optional white-glove service package or provided as an add-on. Please ensure that pricing is clearly broken down for each white-glove service offered, including enrollment if applicable.

Question: Are there any special requirements for the Chromebook enrollment?

A: The district would provide the ZTE (Zero-Touch Enrollment) token and/or an admin account to enroll the device into our MDM (Google Workspace for Education) portal.

Question: Will the Chromebooks be delivered to one location or multiple locations?

A: One location:
Central Receiving
Iowa City Community School District
1725 N. Dodge Street
Iowa City, Iowa 52245

Question: If delivery is made in totes provided by the service provider, Chromebooks will be removed from totes and placed where directed by the School District. Will the School District have space to store the devices onsite?

A: Yes. Storage will be provided at 1725 N. Dodge Street, Iowa City, Iowa 52245. If additional storage is needed, a district-owned warehouse location will be provided. Delivery to school sites may take place up to several months after

delivery. If the vendor delivers the devices in provided totes, the ability to store them in those totes until deployment to students would be preferred.

Question: What is the expected delivery timeframe?

A: For student Chromebooks receiving white-glove services, we request a phased delivery schedule to allow for the most flexibility in distribution. We would prefer to receive devices as soon as possible. All devices receiving white-glove services must be delivered no later than Monday, August 18th. For student Chromebooks not receiving white-glove services, we would request delivery as soon as possible.

Question: Under 1.11.1 you state each proposal must be a separate, complete package. Under 2.1.1 you state bidders may submit multiple proposals that include different equipment, or submit multiple alternatives as part of the same proposal. Can you please clarify?

A: Under Section 1.11.1, each proposal must be a separate, complete package, meaning that each submission should stand alone with all required documentation, pricing, and details necessary for evaluation.

Under Section 2.1.1, bidders have the option to submit multiple proposals featuring different equipment configurations as entirely separate submissions. Alternatively, within a single proposal, they may include multiple alternatives or variations of the proposed solution, provided all required information for comparison is included.

Essentially, bidders can either:

- Submit distinct, complete proposals for different solutions.
- Include alternative options within a single proposal, ensuring all necessary details are provided for proper evaluation of each separate option.

Question: Can you please clarify how many years of extended warranties that you would like to see as optional quotes?

A: Vendors may propose extended warranty options based on what they believe offers the best value in terms of cost and coverage. While the district is open to reviewing multiple optional offerings, such as extended warranties for comparison, the district utilizes break-fix insurance and will not give preference to bids that include extended warranties.

Question: Can you please provide your ZTE Token ID, if that is a service of interest?

A: We will provide our ZTE Token to the selected winning bidder if and when needed.

Question: In your RFP, it states "Site visits (if requested) - 4/4/25," is this required and can you please elaborate on what is expected regarding this?

A: This is an optional meeting, or site visit, that can be requested by the bidder to gather pre-bid information. It is not required or expected.

Question: Are you looking for multiple deliveries, or are you looking for all devices to be delivered at one time? How many pallets can you receive in one delivery?

A: We prefer multiple deliveries staggered over several days, but we are confident in our ability to store up to 250 pallets onsite at any given time.

Question: Dell is currently in a transition period, due to this some of the models aren't available to meet the specified timeframe to submit demo units. Will ICCSD allow extra time for us to get demo units sent out to meet the demo unit request?

A: Yes, if the equipment is unavailable, we will accept the demo unit up until the bid is awarded. If the equipment is unavailable during the RFP bidding timeframe, please provide a comparable model and spec sheets for the unavailable model.

Question: Would Iowa Community School District like a demo of Vivacity Techs Self Maintainer Software?

A: Additional demos beyond what has been requested in the RFP will be sought by the Iowa City Community School District after bids have been reviewed. Please feel free to include details of the program within the bid.

Question: Section 2.2— Given the current volatility in the market with tariffs and other factors would it be acceptable to offer a discount off MSRP as the agreed upon discounted pricing?

A: Yes. This is acceptable for the period following the initial purchase.