

RFP T-25002 (Staff Assigned and Student Lab)

Questions and Answers

(Updated 4/2/2025)

Question: When reviewing the RFP's posted, we see on the staff Chromebook and Windows machine that the WFC is preferred, is that required or just preferred?

A: This is a copy-and-paste error from when carrying over the specs for student Chromebooks. A WFC is not necessary for staff devices.

Question: What address will the 2,200 devices be delivered to?

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

Question: How many campuses will these 2,200 devices spread across your district?

A: The devices can be delivered to 1725 N Dodge St. Iowa City, IA 52245. We have 30 additional sites beyond this location where these devices will ultimately be deployed.

Question: Do you have a warehouse for temporary storage of these 2,200 devices?

A: Yes. Our primary warehouse is located at:
Central Receiving
Iowa City Community School District
1725 N. Dodge Street
Iowa City, Iowa 52245

Question: Do you have any lifting equipment available at your warehouse for unloading and moving?

A: Yes. We have a pallet jack and forklift.

Question: Do you have a staging area for the white glove services at each campus?

A: No. Staging and white-glove services should be done before delivery or may be performed at 1725 N Dodge St., Iowa City, IA 52245.

Question: Can the installer work from Monday to Friday, 8 AM to 5 PM, weekends and holidays at your campus?

A: Yes.

Question: Do you expect each laptop and desktop to be connected to your local campus network and printers?

A: We do not expect that laptops or desktops will arrive connected to our network and intend to do that during configuration. However, if a vendor is bidding optional white-glove services, this could be included.

Question: Do you have an IT staff to provide all the necessary networking instructions to your local campus network?

A: Yes.

Question: What are your training and support requirements for section 2.3 Training & Support?

A: Documentation about each model would be sufficient. There are no requirements, but optional offerings will be considered if included in the bid.

Question: What are the acceptance test criteria and requirements for section 1.26 Primary Provider of All Services?

A: For all work completed by a subcontractor for the winning vendor, the Iowa City Community School District expects the quality of work to meet the expectations of both the winning vendor and the Iowa City Community School District. The vendor is required to verify that the subcontractor's work is of satisfactory quality. The vendor must remain the main point of contact

for Iowa City Community School District. Point of contact cannot be transferred to any subcontractor(s).

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. Some 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 and then determine whether or not to purchase the white-glove services.

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

A: Asset tagging is not required by the vendor. However, we welcome optional bids for this service. If that 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 enrollment as part of the white-glove service is at the discretion of the vendor. If enrollment is a service offered, it can be provided as an optional component, with pricing clearly broken down for each aspect of the white-glove service.

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 School District require the laptops and desktops to be imaged?

A: Imaging is not a requirement. If a vendor is capable of and interested in selling this as an optional service, we will consider it and compare the service to our internal capacity.

Question: What is the current method the School District is using to image the devices?

A: For large-scale Chromebook deployments, the district utilizes Go-Boxes for device imaging. For macOS devices, we utilize JAMF's PreStage Enrollment Process. For Windows machines, a device image is created and deployed either via flash drive or PXE booting.

Question: Does the School District require the laptops and desktops to have any BIOS Configuration or Collection of MAC Addresses?

A: This is not a required service as part of the RFP, but we will entertain proposals that include this as an option.

Question: Will the devices 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 staff devices receiving white-glove services, we request a phased delivery schedule to allow for the most flexibility in distribution. We would request delivery as soon as possible.

Question: For the Windows Lab Desktop, it lists a requirement for an HDMI or DP output, do you expect that HDMI output to run off the discrete graphics card, or just the integrated graphics card?

A: We expect the video outputs to utilize the higher quality graphics card, and would expect this to be the discrete graphics card.

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 for 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: Do we need to assign the devices to an Organizational Unit (OU)?

A: This is not a required service as part of the RFP, but we will entertain proposals that include this as an optional offering.

Question: Do we need to data capture the MAC ID address?

A: This is not a required service as part of the RFP, but we will entertain proposals that include this as an optional offering.

Question: Are we enrolling the devices via Autopilot?

A: We have not utilized Autopilot in the past, but would be open to it as an optional service.

Question: Are we applying a customer-provided Traditional Image (.WIM format) to the devices?

A: This is not a required service as part of the RFP, but we will entertain proposals that include this as an optional offering.

Question: Do the devices need to be asset-tagged?

A: The district does asset tag their devices. Asset tagging is not required by the 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: Would you like these devices Green Shipped (The process of bulk packing Chromebooks in customized boxes and discarding OEM packaging & paperwork for ease of deployment. Palletized shipments only)

A: This is not a required service as part of the RFP, but we will entertain proposals that include this as an optional offering.

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. This is acceptable for the period following the initial purchase.