



**Lexington County School
District One
AMENDMENT OF SOLICITATION**

BT2025.10 iPad Repair Services

Solicitation
Number:
Date Issued:
Procurement
Officer:

**BT2025.10
4/28/2025
Melissa Saul**

Melissa Saul

Phone:
Email:

**803-821-1181
msaul@lexington1.net**

AMENDMENT/MODIFICATION NO: **TWO**

1. ISSUED BY: **Lexington County School District One
100 Tarrar Springs Road, Procurement Office
Lexington, South Carolina 29072
Attn: Melissa Saul, Coordinator of Procurement**

2. CONTRACTOR'S NAME AND ADDRESS:

3. AMENDMENT OF SOLICITATION NO.:
BT2025.10

4. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS:

THE ABOVE NUMBERED SOLICITATION IS AMENDED AS SET FORTH IN BLOCK 5.

5. DESCRIPTION OF AMENDMENT: **Questions and District Responses**

6. CONTRACTOR/OFFEROR IS TO SIGN THIS DOCUMENT AND SUBMIT WITH THEIR RESPONSE TO THE SOLICITATION. FAILURE TO RETURN WITH BID MAY RESULT IN REJECTION OF YOUR OFFER.

7. CONTRACTOR'S SIGNATURE

8. CONTRACTOR'S NAME AND ADDRESS:

BY : _____

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

9. DATE SIGNED : _____

10. LEXINGTON SCHOOL DISTRICT ONE

11. NAME AND TITLE OF AUTHORIZED

BY: *Melissa Saul*

REPRESENTATIVE

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

Melissa Saul

12. DATE SIGNED: **4/28/2025**

Coordinator of Procurement

AMENDMENT TO SOLICITATION

- (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: <https://www.lexington1.net/departments/procurement>
- (b) Offerors shall acknowledge receipt of any amendment to this solicitation
 - (1) by signing and returning the amendment,
 - (2) by identifying the amendment number and date in the space provided for this purpose on Page Two,
 - (3) by letter, or
 - (4) by submitting a bid that indicates in some way that the bidder received the amendment.
- (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS: RED TEXT IS **ADDED** TO THE ORIGINAL PROVISION. STRICKEN TEXT IS DELETED.

Vendor Questions and District responses:

- Question 1: On page 17 of the RFP, it's mentioned that the majority of the 19,000 iPads are 7th, 8th, and 9th generation models. Could you please specify what other iPad model generations are in use within the school district?
District Response: 10th gen are used but are covered under warranty, they will be coming out of warranty in 3 years.
- Question 2: Regarding the vendor's responsibility to buff dents or scrapes on device backplates/covers (page 17), will devices be sent in solely for these types of external body repairs of dents or scrapes?
District Response: No.
- Question 3: Will the pickup and drop-off of devices be centralized at one location, or is the vendor expected to pick up the devices from various school locations throughout the district?
District Response: Centralized at the Operations Center.
- Question 4: Will the vendor with the bid submission with Onsite pick up and delivery of devices be given preference over the vendor with bid submission with the mail-in option?
District Response: No, as long as the repair can be turned around within seven (7) days.
- Question 5: With the mail-in option, the turnaround time is typically 5 business days which includes free shipping and free shipping supplies. Will this disqualify the vendor from winning the bid?
District Response: No.
- Question 6: Can we submit a bid with a pricing proposal for Onsite pick-up and delivery and a pricing proposal for Mail-in option? Or, would you prefer we submit a bid with only one pricing proposal for Onsite pick up and delivery?
District Response: See page 6.
RESPONSIVENESS / IMPROPER OFFERS:
(b) Multiple Offers.
- Question 7: Regarding the pricing sheet: We operate on a flat labor fee for device repairs. This means that even if multiple parts need replacement on a single device, there would only be one labor charge. How can we best reflect this on the pricing sheet to ensure the district understands that multiple damages to a single device will not incur multiple labor costs?
District Response: Bid does not allow for separate labor charges. Please see page 16, VIII. Bidding Schedule.

Amendment Two

- Question 8: Would it be possible for us to receive the Q&A responses from other bidders to ensure we haven't overlooked any crucial questions?
District Response: Yes, all questions and responses will be included in the amendment.
- Question 9: In regards to the 2 day turnaround on repaired iPads, is this 2 days from the time we receive the damaged iPads or from the time they are picked up from your designated location?
District Response: Two (2) days from the time of pickup. If shipped, no more than a 7 day turnaround time is acceptable.
- Question 10: Is it possible to do an iPad swap in lieu of the repair? We could ship out a certified refurbished device of the same model and specifications. We would then repair the defective device for our own use once the remote management is removed on the damaged device.
District Response: Not at this time.
- Question 11: Do the iPads go home with students or stay at school?
District Response: K-4th - Stay at school
5th-8th - go home
- Question 12: Do you use protective cases? If so, what type?
District Response: Yes - Logitech Rugged case
- Question 13: What is the replacement value of the 7th, 8th, 9th gen iPads?
District Response: The replacement value fluctuates daily.
- Question 14: What is the general mix of iPad gen types?
District Response: Approximately 87% 9th gen, 8% 8th Gen, 5% 7th gen
- Question 15: Can you provide any insight into your incident rates or estimated number of iPads requiring repair per month?
District Response: We have had 496 ipad breakages so far this year.
- Question 16: If a mail in option is chosen, is a longer turnaround time acceptable or do you still prefer a 2 day turnaround?
District Response: No more than a seven (7) day turnaround time is acceptable.
- Question 17: Are you open to considering an Accidental Damage Protection (ADP) model which would cost a flat price per device/per year and include unlimited claims, \$0 service fee, and replacement for damages above the replacement value?
District Response: Not at this time.

End Amendment