



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

BT2026.2 Mobile Device Management System

Solicitation
Number:
Date Issued:
Procurement
Officer:

BT2026.2

8/29/2025

Melissa Saul

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AMENDMENT/MODIFICATION NO: **ONE**

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.:
BT2026.2

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: **Vendors Questions Answered.**

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: **8/29/2025**

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: What level of support coverage is expected? Should vendors provide 24x7x365 support, coverage limited to school hours, or a hybrid model (e.g., extended hours during the academic year)?
District Response: We are looking for support for the MDM only. The district will manage the day to day functions of the solution. Technical support is only needed for general troubleshooting.
- Question 2: What is the anticipated monthly or annual ticket volume that the District typically handles, both historical and projected?
District Response: We are looking for support for the MDM only. The district will manage the day to day functions of the solution. Technical support is only needed for general troubleshooting. On average we have needed less than 50 tickets a year.
- Question 3: Of this ticket volume, how many incidents are generated directly by end users (teachers, staff, or students) versus internal IT administrators?
District Response: We are looking for support for the MDM only. The district will manage the day to day functions of the solution. Technical support is only needed for general troubleshooting. Tickets for support are only submitted by the IT MDM Administrators for the district.
- Question 4: How does the District define Tier 1, Tier 2, and Tier 3 support in its current environment? What are the expectations around response times, escalation procedures, and time-to-resolution for each tier?
District Response: We currently do not have this with Airwatch.
Response times should be the same business day at the latest next business day.
The time to resolution should be as soon as possible.
- Question 5: What categories of devices are expected to be managed under the MDM solution? Is the scope limited to mobile devices (iOS ○ iPadOS ○ macOS ○ tvOS ○ VisionOS) (iOS/Android smartphones/tablets), or also notebooks, desktops, and Chromebooks?
District Response: We will only have Apple Products in the MDM Solution. See question 7 for breakdown.

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- Question 6: For mobile endpoints, should vendor support focus exclusively on Intune/MDM-related functions (enrollment, compliance, application management), or will troubleshooting extend to general device issues such as connectivity problems, hardware issues, and non-MDM-related application support?
- District Response: We are looking for support for the MDM only. The district will manage the day to day functions of the solution. Technical support is only needed for general troubleshooting. We will only have Apple Products in the MDM Solution.
- Question 7: What is the total number of devices to be managed, broken down by type: smartphones, tablets, Chromebooks, laptops, and desktops?
- District Response: iPads = 21,000
Macbooks = 12,500
Apple TV = 3,500
- Question 8: What MDM platform(s) are currently in use, and is the District seeking to replace, expand, or standardize on a new solution?
- District Response: Currently the district uses Airwatch, We are looking to replace Airwatch with the best solution for our device environment.
- Question 9: Does the District already have Microsoft Intune licensing included with its current Microsoft 365/Azure AD Education subscriptions (A1, A3, or A5), or will licensing need to be provided as part of this RFP response?
- District Response: No.
- Question 10: Does the District currently leverage any additional MDM solutions (e.g., Jamf, MaaS360, AirWatch/Workspace ONE)? If so, are these expected to coexist with the proposed solution or be decommissioned and fully replaced?
- District Response: Previously answered, Question 8
- Question 11: What identity management platform(s) are currently deployed (e.g., Azure Active Directory, Google Workspace, on-prem Active Directory, or a hybrid)?
- District Response: On-Prem Active Directory and Google Workspace
- Question 12: What help desk or ticketing system is presently in use (ServiceNow, ManageEngine, Zendesk, or other)? Should the proposed MDM solution integrate directly with that system for seamless ticket creation and resolution?
- District Response: Incident IQ is our current ticketing system, we need the ability to connect with API to Incident IQ.
- Question 13: Will integration with HR systems and/or student information systems (SIS) be required in order to automate device provisioning, reassignment, and deprovisioning?
- District Response: No, We need it to integrate with Apple School Manager
- Question 14: What conditional access policies, mobile application protection policies, and device compliance baselines are currently in place, if any? Is the District seeking to expand or implement these security controls as part of this engagement?
- District Response: We are not seeking to expand anything beyond MDM at this time

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- Question 15: Is the District seeking a fully managed service in which the vendor provides day-to-day MDM administration, or a co-managed model where District IT staff share responsibilities with the vendor?
District Response: Previously answer with Question #1
- Question 16: How many staff members are currently assigned to MDM administration, and will these personnel remain actively engaged following the award of the contract?
District Response: 30. Yes, these personnel will remain actively engaged
- Question 17: What specific reporting and dashboarding capabilities are expected (e.g., device inventory, allocation by cost center, license utilization, security compliance posture)?
District Response: We need to be able to see license utilization for VPP applications, device inventory of physical model types, security profiles and OS versions.
- Question 18: What are the District's expectations around training, knowledge transfer, or professional development for internal IT staff during and after implementation?
District Response: The winning bid should provide training for the high level administrators
- Question 19: What specific pain points or challenges with the current solution should vendors prioritize addressing (e.g., manual processes, lack of reporting, licensing gaps, data accuracy, limited automation)?
District Response: The MDM needs to be as automated as possible
- Question 20: What current solutions are you leveraging for Apple Device Management?
District Response: Previously answered in Question 8
- Question 21: Budget Cost?
District Response: Vendors should provide their best and final pricing.
- Question 22: What is the segmentation for IOS, Mac, and other devices? (Device Count)
District Response: Previously answered in Question 7.
- Question 23: When are you planning to implement the technology? (Timeline)
District Response: The MDM should be fully deployed by November 1st, 2025
- Question 24: Are you primarily looking for a MDM or a Content Filtering Solution?
District Response: MDM only, content filtering is not needed at this time.
- Question 25: Will you be awarding to a single vendor, or potentially choosing separate MDM and Filtering providers?
District Response: Single MDM Vendor
- Question 26: Is the intent to award and purchase this calendar year?
District Response: Yes
- Question 27: What are your current MDM and Filtering solutions for these devices
District Response: Airwatch and Linewize

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- Question 28: Are there other devices that need to be filtered besides the iOS and MacOS listed?
District Response: Yes, but they are filtered with another product (Linewize). We are not looking for a filtering product.
- Question 29: In regards to screen sharing capabilities, what OS are you looking for this functionality on iOS or MacOS?
District Response: Both
- Question 30: The Invitation for Bids identifies a total device count of 35,000 as the basis for unit pricing. For the benefit of those offerors who price each device type individually, and because it may impact the nature of the services we may propose, can you provide a rough breakdown of iOS/iPadOS, visionOS, macOS, and tvOS devices? It is understood that these approximations may not be the same as the number of units that may ultimately be purchased
District Response: Previously answered in Question 7
- Question 31: For the purposes of anticipating services related to MDM Migration, to the extent it is known, what deployment model is used by the district? I.e., are devices assigned individually to students and staff in all grades, or are significant number shared-use/cart based, or in computing labs?
District Response: All devices are assigned individually to students and staff in all grades, we have a very small number of shared devices.
- Question 32: For the purposes of anticipating service delivery intensity, when does the district anticipate that they might implement a new MDM service? For example, would it occur gradually through the current school year with different locations/grades/etc. being completed in waves, or will everything happen rapidly during the summer break of 2026, etc.
District Response: Previously answered in Question 23
- Question 33: For the purposes of developing a training plan, can you tell us a little about the numbers of staff who will interact with the system and their job roles? Are there some core staff that would need a formal curriculum and others who would need task-based training? Would you like us to do direct training for the latter, or will we be using more of a “train the trainer model”?
District Response: Previously answered in Question 16

End Amendment