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## Procurement

160 South Hollywood Street • Room 126 • Memphis, TN 38112 • (901) 416-5300

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### Questions and Answers (11.29.21)

#### RFP# 120921WA Apple and Windows Device Installation, Deployment, Warranty Service and Repair

1. Will image be provided by district for the devices, or is the expectation that the vendor build it?

**Answer:** Yes, SCS will provide image.

2. Would there be exceptions to the warehouse location requirement if set SLAs could still be met?

**Answer:** No exceptions will be acceptable for the warehouse location requirements. The requirements are stated in the RFP.

3. 1-A-1 ... “Responsible for creating, documenting, and installing images” – Does this include application packaging and creating the base image itself?

**Answer:** No

4. What devices are in Jamf, Intune, or other MDM currently?

**Answer:** Information will be provided to awarded vendor.

5. 1-A-3 ... what are “SCS’ customized image requirements and specifications” as of today?

**Answer:** Information will be provided to awarded vendor.

6. 1-D-3 ... does SCS have a checklist of what “shall be tested” that can be provided (mostly just need to understand time it takes per device)?

**Answer:** Information will be provided to awarded vendor.

7. We are not currently certified to repair Apple and Dell devices. However, we have a tremendous amount of experience with imaging and deploying these brands. Would the district consider a split award with either deployment and repairs being awarded to 2 different vendors, or a split award of HP/Lenovo/Microsoft going to one vendor for all services and repairs and Apple/Dell going to another?

**Answer:** No.

8. How does this RFP differ than the previous bid in which an award was not made?

**Answer:** Respondent should compare RFP for differences.

9. Would the District consider an email response instead of a physical one?

**Answer:** An emailed response will **not** be considered. Only a hard copy response/proposal will be accepted, and the respondent should include a USB with the hard copy proposal that will include all response documents submitted, per the RFP.

10. Will the District award to multiple vendors or split the award for the Apple and PC categories?

**Answer:** No. Only one vendor will be awarded.

11. Can the devices be shipped to our location directly, so we can begin deployment services?

**Answer:** That is the normal process to ship direct.

12. Can you provide the model numbers for the awarded/existing devices?

**Answer:** Please see Procurement Services pricing catalog for computer devices at:  
<http://www.scsk12.org/procurement/pricing?PID=276>