12/18/13
Cincinnati Public Schools
Windows XP System Refresh (Teacher Desktops & Student Laptops)
Questions for RFP:
1. Based on the requested configurations for the laptops and desktops, selected manufacturer will have to follow the CTO (Configure-To-Order) process to fulfill this order. The requested configurations (Exhibit C) are not available in distribution for quick delivery. Knowing that the selected manufacturer will need to build these (CTO) units from the factory in China will cause for a 30 day build lead time? This could push back the proposed install date of March 1, 2013, unless the order is provided by no later than Jan. 10, 2014. Will there be an issue with approving a PO# by the required date to meet install time line? The earliest a PO would be issued is January 14th.
2. What is the size of the image that vendor is required to pre-load on each system. (Desktop & Laptop image size) Roughly 15GB
3. How many different images will be made available for vendor to pre-load on desktop and laptop? 1 - We have a hardware independent image
4. Have the selected images for pre-load been used by CPS on like systems to date? If so, can you provide the approximate time to download each image per device? The image has been used in CPS for several years now. The models that we will be purchasing have just been released so we have none in our environment yet.
5. Please provide the supported infrastructure and software for image down loading. Will this supported infrastructure be available locally for downloads by vendor? The expectation is that the imaging will be done at the vendors location, having said that the image can be provided in either WIM format or Ghost format. The image can be provided as a standalone image or we can provide a SCCM distribution point to automate image deployment.
6. Will the deployment methodology be by school, by hardware type or specific schedule? Specific schedule by school.
7. Will the deployment schedule be during normal business hours? 8am – 5pm? This needs to be done by March 1st, CPS will accommodate vendor install schedule required to meet the March 1st deadline.
8. Will the transportation of product from local vendor warehouse to school site be provided by CPS or vendor? All transportation will be provided by vendor.
9. For the desktop user, is there any special end user customization required? If so, can you provide example? No special customization.
10. For the desktop user, how will printer mapping and personal data be handled? Network printers are out of scope of this project. For local printers, only the default drivers that are included in Windows 7 are available. Printer drivers for locally attached printers that need to be added will be installed by the vendor. No personal data management will be required of vendor.
11. Do you require asset tagging to be registered to bios of the system or just physical placement and tracking of the tag in .xls spreadsheet? Yes, both methods are required.
12. In regards to the existing desktop systems that are to be relocated see below:
a. Can you provide the model type of the existing desktops that are to be relocated and how
We have a some questions on the Windows XP System Refresh RFP. Here are our questions:

1. Existing Laptop carts. Is CPS going to continue uses the existing carts? yes
   a. Are any of the new laptops going into the existing carts? no
      i. If so – we need specifications on those carts –
         1. (size of the LT compartments to ensure the new LT fit into them – etc)

2. Setting up new computers and laptops
   a. PC - Are the current computers going to be “in use” and need shut down and unplugged or will this already be completed and Vendor is simply plugging in new computers into locations that formerly had computers? Current computers will be in use. Vendor will be required to disconnect and remove current equipment before installing new system. Vendor will be required to physically connect new equipment to existing peripherals.
   b. Laptops – are we assembling the new carts and just rolling them into the new location? Vendor will be responsible for cart assembly prior to placement at school location.

3. Assembly of laptop carts: RFP states the contractor is responsible for the assembly of the carts. What is the assembly location going to look like or do we assemble in our facilities? Please see response to 2b.
   a. Is this going to be performed in a warehouse style environment with lots of room (tools etc) - then moved to each school location Please see response to 2b.
   b. Or is assembly going to be in the actual locations – example “In the library” and “in the

many? No (Please see CPS RFP Clarifying statement included)
b. How much memory (RAM) is required to be added to the relocated system? Do you require the memory (RAM) from Manufacturer direct or third party? Memory will be Manufacturer direct where possible and available. For other intentions please see CPS RFP Clarifying statement included.
c. Is it the intention of CPS to issue a new PO (separate from original new systems PO) to vendor for the additional memory (RAM) necessary to upgrade the existing desktop systems? yes (Please see CPS RFP Clarifying statement included)
d. Will the new Win7 image for the existing/relocated system be downloaded from CPS network while engineer is on-site? Intention is that all images will be loaded at the vendors storage location. The same image provided for the newly purchased machines will work on the relocated models.
e. Do you require the existing desktops to be relocated at the same school they are located at or will they be required to be transported to a different school site? To a different school.
f. Would you entertain an offer of buyback of the existing systems, therefore eliminating the need to have them relocated? CPS’s intention is that devices will be relocated however as a separate optional inclusion to the RFP response CPS would give the option consideration.

13. If decision to purchase and PO is not issued before Jan. 10, 2014, can the requirement of project completion deadline be extended past the March 1, 2014 date? No
4. Who does the scheduling:
a. “On-site installation will be scheduled on a site by site basis and coordinated with appointed CPS staff.” – Which of these statements is accurate?
   i. They give us the schedules created and coordinated by CPS and then Vendor performs the schedule provided from CPS
   ii. We schedule the deployment and coordinates our visit and schedules with CPS

Statement ii would be the correct response. Schedule will be developed by Vendor and approved by CPS.

1) Can we get the answers to the questions within 48-72 hours so we can move forward and respond appropriately, rather than wait until December 23rd for a response? Unfortunately No
2) How many existing units need to be refreshed? (Please see CPS RFP Clarifying statement included)
3) How many different configurations are there of the existing units? (Please see CPS RFP Clarifying statement included)
4) What is the model number and configuration of the units to be refreshed? (Please see CPS RFP Clarifying statement included)
5) Is it known how much memory needs to be added? How much? (Please see CPS RFP Clarifying statement included)
6) What is included in the system image? Windows 7 Pro, Office 2010, Adobe Reader, Adobe Flash, Adobe Shockwave, Apple Quicktime, Firefox, McAfee AV, Novell Client, Novell ZEN, SCCM client, Groupwise (on teacher & admin machines only).
7) What is the list of additional software that needs to be added? Can this be added into the image? CPS is still developing this list but it will be provided prior to project commencement. It is CPS’s expectation that Vendor will be responsible for installing a maximum of 10 individual pieces of non-image capable software per school.
8) What hours can the work on site be performed? This needs to be done by March 1st, CPS will accommodate vendor install schedule required to meet the March 1st deadline.

1. Can you provide the RFP document in word format? This allows for ease of completing the document. Yes, please contact Bradley Price (pricebr@cps-k12.org or 513-363-0459)
2. What happens to the existing equipment that is not relocated? Left at the school? Transported to another location, etc.? Vendor is responsible for the environmentally appropriate removal and disposal of equipment.
What is latest time on Dec. 30 that the bid can be dropped off at CPS? 4:00 PM EST

Vendor would like to ask the following question for the Windows XP System Refresh Teacher Desktops and Student Laptops RFP. Thank you in advance for your time and clarifications, please let me know if you need further information/clarification on any of the questions.

1. Please identify count of new units and pre-existing units (to be re-imaged) for each category. These ranges are for new unit. Only ranges can be provided at this time. See clarifying remarks for more information
   a. Range of 1100 to 1300 desktop PCs
   b. Range of 1100 to 1300 desktop Monitors
   c. Range of 5,800 to 6,000 laptops
   d. Range of 180 to 190 Mobile Network Laptop Carts

2. Installation of school specific software as provided by CPS.
   a. What is estimated number of applications to be installed per unit? CPS is still developing this software list but it will be provided prior to project commencement. It is CPS’s expectation that Vendor will be responsible for installing a maximum of 10 individual pieces of non-image capable software per school.
   b. Will any machines be attached to a Novell based network? All will be attached to a Novell based network.

3. On-site installation will be scheduled on a site by site basis and coordinated with appointed CPS staff.
   a. Please provide a breakdown of units by location. See updated exhibit D.
   b. Will installation be scheduled during normal business hours 8a-5p? This needs to be done by March 1st, CPS will accommodate vendor install schedule required to meet the March 1st deadline.
   c. Will a secure storage room be provided for delivery of carts and mobile devices? Delivery of equipment must be coordinated with installation. Equipment is not to be delivered prior to installation.

4. Under direction of CPS, Vendor will be responsible for the relocation of pre-existing, replaced equipment to other sites within the defined project. Equipment may need to have memory upgraded and will be re-imaged with Win7 image provided by CPS. Vendor will be responsible for warehousing and staging of equipment while computers are upgraded with memory and re-imaged. Computers will be delivered to schools as directed by CPS. Computers must be in ready to install state when delivered to school.
   a. Per question 1 – please provide a count of pre-existing units to be re-imaged and/or
b. How many old machines are going to each location? (ie minivan or Penske truck size) CPS would estimate the transportation needs to be delivery truck sized.

c. Can you provide model numbers, part numbers, and/or details about the old equipment being repurposed? (ie desktop or laptop and specs). (Please see CPS RFP Clarifying statement included)

d. Please provide the minimum spec hardware requirements used to determine existing CPS PCs to be re-used Based on minimum requirements for Windows 7 compatibility but will be determined by CPS

e. Will units be re-imaged at Customer site or will units need to be removed offsite for re-imaging? Re-imaging to be done at vendor site.

f. If re-imaging onsite, will units be re-imaged in lab environment or desk-side? NA

g. What is the total number of images? One

h. What are size of images? 16GB

i. What is total image time per unit? Dependant on Vendor chosen delivery method

j. What GB size is the proposed image? see ‘h’ above

k. For software to be installed once the image is downloaded, please provide the approximate time required for software installation? CPS is still developing this software list but it will be provided prior to project commencement. It is CPS’s expectation that Vendor will be responsible for installing a maximum of 10 individual pieces of non-image capable software per school.

l. Please provide post image configuration instructions – a sample of recently used instructions would be preferred. Sample will be provided.

m. Will onsite services contact have network administrator privileges and ability to make appropriate decisions as needed? Yes

n. Will all printer drivers be installed on the CPS image or must installers find and download correct printer drivers during installation? Network printers are out of scope of this project, For local printers, only the default drivers that are included in Windows 7 are available. Printer drivers for locally attached printers that need to be added will be installed by the vendor.

o. Will manufacturer and model of all printers be identified prior to installation to allow time for identifying and downloading drivers? No

p. Is the services contact responsible for making connections to other devices? (ie smart boards, projectors, document cameras, A/V systems, etc) yes

q. Are there cable management requirements? Surface raceway to be used? Appropriate cable management is expected within the scope of existing cable management.

r. Please clarify warehousing and staging. Will Vendor need to provide warehouse facility or will this be provided by the Customer? Provided by Vendor.

s. Will a staging area be provided in each school with loading dock access? Staging, yes. Loading dock if available.

t. Will CPS provide VPN access from a staging warehouse location to the CPS network to
allow for preconfiguration of devices? No

u. What is expected turnaround time from imaging to delivery and installation? This needs to be done by March 1st, CPS will accommodate vendor install schedule required to meet the March 1st deadline.

v. Are there any sites where stairs must be climbed to deliver PCs or carts and no elevators are available? Please document number of location and approximate percentage of devices to be delivered in this manner. Yes, Only one school does not have elevator.

5. Vendor will be responsible for the environmentally appropriate removal and disposal of equipment at CPS direction.
   a. Please clarify equipment description and quantity that will be designated for disposal. (Please see CPS RFP Clarifying statement included)
   b. Will a certificate of destruction be required for all equipment? Yes
   c. Will cardboard and trash also be required to be disposed at each school? Yes, see D below.
   d. Will CPS provide receptacles for the cardboard and trash? Vendor will be responsible for the removal and disposal of all trash from site.
   e. Please provide the approximate number and existing configuration types of the PCs to be recycled so we can obtain cost/rebate information. (Please see CPS RFP Clarifying statement included)
   f. Please provide the approximate number and existing type of monitors to be recycled. (Please see CPS RFP Clarifying statement included)

6. When will the RFP be awarded? January 13th, 2014

7. When will the PO be submitted to the awardee? CPS will attempt to submit the PO on January 14th, 2014.

8. When will the image and asset tags be provided to the awardee? As soon as possible within need to Awardee.

9. 3.1 General – The RFP directs vendors to provide responses in the question tables, and the tables expand to accommodate responses. It seems the document released does not expand the tables as noted. Would you please provide a document that does expand the tables, or allow vendors to attach additional pages.

10. Would you please provide the pricing document in Excel form, so that it is easier to complete? Yes, please contact Bradley Price (pricebr@cps-k12.org or 513-363-0459)

The first of which being, are you interested in getting competitive information for Dell’s equivalent systems? In the RFP is does specify HP, but I just wanted to make sure I am understanding this correctly, and that you do not want any competitive information from Dell.

No
Clarifying Statement:

CPS is unable to provide significant and relevant information to some of the questions here in and would like to issue a statement of intent addressing the relocation of existing machines, their configurations, and the memory to be added.

It is CPS’s intent to create a separate blanket PO to go along with this RFP for the purposes of unexpected and unaccountable expenses. In the case of the memory additions, CPS expects that all relocated computers will have 4GB total of manufacture direct memory where and if possible. CPS also recognizes that without accurate counts as to the number of units being relocated and the current memory configurations it would be exceedingly difficult to provide an estimated cost for this service. As such, it would fall into the accompanying blanket PO described above. Likewise, this PO would be intended to account for the costs or implications of other unknowns such as total units for disposal, monitors to relocate/dispose, and the re-imaging of the unknown total quantity of pre-existing units.