



**ADDENDUM #1 IFB #19-20-8
MacBook Air Repairs**

This Addendum #1 is intended to address questions or clarify District requirements on the above referenced project. This and all Amendments (Addenda) should be acknowledged on page 2 of the Invitation for Bid (IFB) OR should be acknowledged by returning this form along with bid or proposal.

QUESTION #1:

Can non-OEM parts be used if of similar grade and quality? This could save money.

ANSWER #1:

Yes, non-OEM parts may be used. As is stated in number 6 under the scope of work on page 10, the vendor, **“Must provide details of any non-Apple (non-O.E.M.) parts that will be used to repair the device.”**

QUESTION #2:

In lieu of pickup and delivery, can devices be shipped to and from our mail-in depot, provided turn around times are met? We currently utilize this service for many K-12 clients.

ANSWER #2:

Devices may be shipped to and from District 7 as part of the repair. The shipping costs should be covered in the repair as is outlined in the Bidding Schedules, **“Provide the following services to repair MacBook Air units to include pick-up, delivery, parts, labor, etc., per the attached Scope of Work.”**

QUESTION #3:

If 2-3 Days is the SLA for diagnostics, what is the SLA for repair once authorized? Would that SLA include shipping time?

ANSWER #3

One received and diagnosed, all repairs should be performed as soon as possible. For repairs taking more than two weeks District 7 must be notified of the delay.

QUESTION #4:

Will you be shipping single units or multiple units at a time?

ANSWER #4:

Currently if we have 5 or more units we ship them together or else we ship single units.

QUESTION #5:

The most cost-effective shipping method would be ground or do you require a different service level for each leg of shipping? (This may be driven by your SLA's)

ANSWER #5:

Ground Shipping is permissible.

QUESTION #6:

Does the address provided have a centralized daily pickup and delivery location for UPS deliveries and shipments?

ANSWER #6:

Shipments are picked-up/delivered to the buildings main office which is open to receive shipments from 8:00AM to 4:00PM daily Monday-Friday, excluding Holidays.

QUESTION #7:

Can we provide Spartanburg with a certified protective box for Mac book Air shipment to our Technology Center? (This would include a pre-printed UPS labels affixed to the boxes)

ANSWER #7:

Yes.

QUESTION #8:

Apple part costs vary from year to year; how would you like us to provide this data without modifying your current table?

ANSWER #8:

The table refers to the present values only. Price adjustments are outlined Under General Conditions # 19 on page 9 of the BVB.

QUESTION #9:

As an Authorized Apple Service provider (ASP), we required by Apple to use Genuine Apple parts when performing repairs. Are you Soliciting bids from Non-ASP provides? (As an Authorized Apple Service Provider we are not allowed to use any non-genuine parts to fix Apple Products)

ANSWER #9:

Currently All MacBook Air version # 7,2 and newer are under 4 year Apple Care and all repairs must not void the AppleCare warranty. The MacBook Air version #5,2 are not under warranty and it is expected that all parts will be OEM new or refurbished. As outlined in #6 of the scope of Work found on page 8, the vendor “Must provide details of any non-Apple (non-O.E.M.) parts that will be used to repair the device.”

Addendum #1

Authorized Signature _____ Company _____ Date _____