

# FAQ

Q. Will devices have any locks on them (DEP)?

A. No, none of the computers have any locks. Ipads were removed from DEP. Ipads that are marked as broken may have been locked. Chromebooks were also deprovisioned.

Q. Were they in cases during their time at the school?

A. We did not have cases on any of the laptops or Chromebooks. iPads were used in cases; some of the working iPads still have a case.

Q. Will payment need to be made first in order to pick-up the equipment?

A. Yes, payments must be made prior to pickup.

Q. How would the school like to receive the payment? Wire Transfer, Cashiers check, etc?

A. ACH deposit or cashiers check are both acceptable forms of payment.

Q. When will the payment deadline be?

A. Prior to pickup

Q. Will a deposit need to be submitted with the bid?

A. No. You will not need to submit a deposit. Payment made prior to pickup.

Q. Will a Certificate of Insurance or R2 Certification need to be submitted with the bid?

A. Yes, certificates must be submitted with bids.

Q. Does the company have to have R2/ISO14001/E-Stewards certification to participate?

A. Yes, we are requiring a certification.

Q. It is understood that the school will have all assets on pallets ready for safe transport. What is the total pallet count of all the assets that must be removed?

A. We have 25 pallets and 51 additional carts, 8 large TVs in boxes, 3 large displays, and 2 data racks not on pallets.

Q. Other than asset tags vendors must remove, are there any permanent etchings/engraving on any of the devices?

A. Most iPads have permanent printing "Property of Lindbergh Schools". (See example photo in the detailed device list spreadsheet. There may be a white envelope label on the back or the lid of the some devices.

Q. Is there any restrictions on the size of truck at the loading dock where the palletized assets are to be removed?

A. We can accommodate box trucks and regular cabs with up to 53' trailers. A sleeper cab w/ a 53' would be tight, but a skillful operator could dock it.

Q. Does your loading dock facility have access to any pallet jack tools or a fork lift the vendor can utilize in the removal process?

A. We have manual pallet jacks available.

Q. Is the removal date time window (8am -2pm) expressed as your local or CST time zone?

A. 8:00 AM to 2:00 PM CST time.

Q. Did the student devices remain in the classroom environment or were they permitted to be taken home by the students.

A. Some devices may have been taken home.

Q. Can you be more specific about defining what you mean by the conditional status? Does a device category where that status is stated as unknown be in fact working but you just haven't been able to confirm that?

A. Most of these devices should work. However, these devices may have removed from classrooms or offices a while ago and we did not confirm they are working.

Q. The term damage: Are you using that to apply to only the outside appearance of the device or could damage mean something that is nonfunctional internally but has a good appearance otherwise?

A. We did a quick inspection of all the devices as they were put on pallets and noted devices with physical damage. The device still may function.

Q. Are the laptops and desktop computers Windows or Chrome based system?

A. Most laptops and desktop computers are Windows based. Chromebooks have Chrome OS. Some 11e laptops may have Neverware OS on them.

Q. Can I find out the specs on these systems?

A. Serial numbers are available in the "SurplusJune2023VendorDetail" document. The serial number can be looked up online to get specs. We do not guarantee that these specs are accurate.