



RFB2116 Ipad Warranty and Repair Services

ADDENDUM 1

June 7th, 2021

This addendum is to make the following adjustments:

1. A. Ipad Cases would need to be delivered by no later than August 31st, but our preference is to receive them by August 2nd.
B. We are primarily interested in a 5 year protection plan for the iPads. If you are not capable of producing a 5 year plan, you may submit a 4 year plan but 5 year plans will be given priority.
C. No deductible warranty. OEM-comparable new parts will be used. The home button must function correctly upon completion.
2. These iPad repairs will primarily be for iPad 6 (A1893), but may also include the following: iPads 5 (A1822), 7(A2197), & 8(A2270). The Chromebook is the following: HP Chromebook x360 11 G1 EE (2DQQ88UT #ABA).
3. The vendor may choose to replace a damaged device with a new device of the same model if the cost of repair exceeds the cost of the device. The vendor will communicate the intention to replace a device to the District and work with the District to ensure the damaged device is clear of all student data and removed from district management.
4. While participants do not need to be Apple-certified, Apple-certified status will be taken into consideration. If vendors are not Apple-certified, the district will look for demonstration by the vendor of how parts will be sourced in order to guarantee OEM-quality repairs and ensure all elements of the iPad function correctly, like the home button.
5. How many Chromebooks are in the district? **Approximately 5,800 active devices.**
6. What was the year chromebooks were purchased? **2018**
7. 5,000 iPad does that include the new one on this bid? **No, that's part of the warranty portion. Almost all of these devices are iPad 6s, all devices are used with cases.**
8. Would you accept a flat rate for all the devices per year? **No**
9. Would you consider only the warranty on the 1,350 iPad without the cases?
 - o Purchase cases separately? **We need both cases and warranty, but we could accept those separately as long as the warranty was not dependent on cases.**
10. What year were the 1,350 iPads purchases in? 2021? **They will be purchased in 2021.**
11. What program do you use for submitting a work order? **Internally, One to One Plus**
12. If not, do you need one? **Not for standard work orders.**

13. Can we get a copy of the Stewardship agreement with the students and staff?
 - Below are our current agreements. Note that these are subject to change, particularly the iPad agreement form.
 - Secondary Agreement (Chromebooks): These devices go home and have different expectations for you use.
 - Elementary Agreement (iPads): These devices stay in classrooms. This agreement is intended to establish expectations should the devices go home.
14. Do you have a spare pool for your devices? We generally have extra devices on hand that may be assigned as needed.
15. Would you like the winning company to manage that for you? No, though those devices may need to be repaired under this bid.
16. The Contractor shall provide a fourteen (14) day turn-around from repair ticket submission. 14 days from when it is shipped or when we receive it at the repair facility? 14 days from when it is shipped.
17. Are you just wanting the total life of the device to be 5years? If purchased in 2019 a repair until 2024? Yes. We want the iPads to have a 5 year life span with this agreement covering all five years.
18. Do you have any dead devices that were purchased in the last 4 years that we could repair for you? It would be a flat rate. Part of the scope of this bid is for devices purchased over the last 4 years. We would need the repair costs broken down by type as written in the bid.