

FAQ

Q. Will the iPads be deprovisioned (released from DEP)?

A. iPads were removed from DEP. iPads that are marked as broken may have been locked.

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

A. iPads were used in cases; all the working iPads still have a case with the exception of 40 iPads that are working and do not include 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 4 pallets of iPads, boxed and shrink wrapped.

Q. Are there any permanent etchings/engraving on any of the devices?

A. iPads have permanent engraving: "Property of Lindbergh Schools" on the back of the iPad. An example photo is included in the detailed device list spreadsheet.

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. The term “broken”: 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. “Broken” ipads either are physically broken (example: cracked screen) or are no longer functioning (example: screen will not turn on).

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

A. Serial numbers are available in the “SurplusJuly2023VendorDetail” document. The serial number can be looked up online to get specs. We do not guarantee that these specs are accurate.