

QUESTIONS & ANSWERS - ADDENDUM 1

IFB 103024LP Window Tablets for Teachers, Admin, and Students

1. Please advise the quantity of laptops that you are requesting.

A. This solicitation is for tablets in which there are no current projections.

2. The specs have changed now to say that the device MUST have a detachable keyboard. Why did this change? It stated preferable previously.

A. For clarification for both devices #1 and #2, the detachable keyboard is not required as part of the device cost. But the vendor **must** submit the bid cost for a detachable keyboard as an accessory.

3. For the student tablet, would an Intel N200 be an acceptable alternative to the i3? We can also go up to an i5, but the N200 is more budget accommodating.

A. With the applications and programs needing to be utilized for various classroom instruction we cannot accept a processor that would perform at a lower level than an I3. Any processor that meets or exceeds the performance of an I3 will be accepted

4. Can the district share the expected number of warranty/ADP claims for the student tablets?

A. Three claims for the life of the warranty is the minimum requirement.

5. Does the Onsite Next Business Day response indicate an expectation to resolve all tickets within 8 business hours?

A. Yes, unless additional parts are required

6. Can the district share the evaluation matrix/scoring rubric for this IFB?

A. The lowest bid that meets specifications.

7. Does Memphis-Shelby County Schools (MSCS) need an Accidental Damage Protection (ADP) option quoted for the Teacher and Admin Tablet?

A. No

8. Does MSCS want unlimited Accidental Damage Protection? This would allow an unlimited number of claims to be made per device per year.

A. A minimum of three claims is required but can be exceeded.

9. Can MSCS specify which generations of processors are acceptable for both the Teacher and Admin and the Student Tablet?

A. The latest intel generation of processor is required.

10. Since the Intel N200 processor, which is the maximum configuration available in the MS Surface Go does not meet specifications and does not have performance equivalent to current i3 processors, will the district consider modifying the specifications for the device? It's possible the currently published bid specifications were written with the previous generation model in mind, which did feature an ultra-low power i3 processor which had also been previously marketed as the "m3" line of processors. These ultra-low power i3 processors have been discontinued in the 14th generation of Intel CPUs.

Sources:

<https://ark.intel.com/content/www/us/en/ark/compare.html?productIds=231804,232909>

<https://www.cpubenchmark.net/compare/5178vs5524/Intel-N200-vs-Intel-i3-1305U>

<https://www.topcpu.net/en/soc-c/intel-processor-n200-vs-intel-core-i3-1305u>

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11. For the ADP warranty, Microsoft does not offer an ADP warranty plan that offers more than two (2) claims per device for all device categories (Pro/Go). Will the district consider modifying the specification to limit claims to two (2) or will a 3rd party warranty be acceptable to handle the 3rd claim?

A. A minimum of three claims is required but can be exceeded.