# Addendum #1

**RFP #** **WRESA-11-2023-2024-12 Chromebook Repairs and Parts for Districts**

## Questions and Answers

**Q.1.** What about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc)?

**A.1.** Please include any additional items that may be of interest to the districts in your proposal.

**Q.2.** Have you considered Protective Cases to reduce the number of damaged Chromebooks you have year over year? Please include any additional items that may be of interest to the districts in your proposal.

**A.2.** Please include any additional items that may be of interest to the districts in your proposal.

**Q.3.** What kinds of Chromebooks are in use across the region, preferably broken down by brand and model number?

**A.3.** Varies by district - Information not available at this time.

**Q.4.** Could you tell us an approximate breakdown of 14in vs. 11in units and touch units vs. non-touch units?

**A.4.** Information not available at this time.

**Q.5.** Are you able to provide information on the approximate number of each type of Chromebook?

**A.5.** Information not available at this time.

**Q.6.** Will a bid for repair services only be acceptable?

**A.6.** Repair services and/or replacement parts.

**Q.7.** How many Chromebooks are typically in need of repair each year across the region?

**A.7.** Information not available at this time.

**Q.8.** Of the schools and districts that are a part of this bid, approximately how many of them would use the servicer(s) that this bid is awarded to? Would these schools and districts use the servicer(s) that this bid is awarded to for all of their Chromebook repairs?

**A.8.** This would depend on the district. WRESA reserves the right to award multiple vendors.

**Q.9.** Are you insured and bonded against data leaks or stolen equipment?

**A.9.** Policies vary per district.

**Q.10.** How large of a policy or bond would you want your servicer(s) to have against data leaks?

**A.10.** To be determined at a later date.

**Q.11.** Would a letter of credit be acceptable in place of a bond?

**A.11.** To be determined at a late date.

**Q.12.** To ensure the best possible pricing for our customers, we generally recommend providing pricing for each model of Chromebook that a customer would be interested in having serviced. Would this be an acceptable method for providing pricing if you are able to provide a list of models in need of service?

**A.12.** Information not available at this time.

**Q.13.** Are you providing the Chromebook models and parts you need to repair or the parts you need to replace?

**A.13.** Information not available at this time.

**Q.14.** Is there any field labor you need from the proposers? Or just to repair or replace the parts?

**A.14.** Only repair and replacement part costs at this time.

**Q.15.** What is your expected turnaround time on repairs after the ship date?

**A.15.** This would vary by district. Please include your expected turnaround times in proposal.

**Q.16.** What models are expecting to need serviced and/or need parts for? If you are not sure on models what brands do you expect to be servicing?

**A.16.** A model list is not available at this time. Brands include, but not limited to commonly used manufacturers such as Acer, Asus, Dell, HP, and Lenovo.

**Q.17.** Can you accept generic/aftermarket replacement parts? An example would be do you need an OEM battery or can you take Generic Batteries?

**A.17.** Yes

**Q.18.** Do you have a repair limit ($) per device or will this be on a school per school basis?

**A.18.** This would be based on the school district.

**Q.19.** Do you allow diagnostic fees to assess what needs to be repaired for a device to be functional?

**A.19.** Yes

**Q.20.** Do you have a set aside budget line for shipping costs and if so, what is that number estimate?

**A.20.** No