



City of  
**GREENFIELD, MASSACHUSETTS**



**Purchasing and Procurement**

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Roxann Wedegartner  
Mayor

**21-05 IFB Chromebooks, Related Equipment, and Services  
ADDENDUM #1**

DATE: September 10, 2020

THE ORIGINAL SPECIFICATIONS DATED August 26, 2020 FOR THE ABOVE-NOTED PROJECT ARE AMENDED AS NOTED IN THE ADDENDUM #1

THIS ADDENDUM IS ISSUED FOR THE PURPOSE OF AMENDING THE REQUIREMENTS OF THE CONTRACT DOCUMENTS AND IS HEREBY MADE PART OF THE CONTRACT DRAWINGS AND SPECIFICATIONS TO THE SAME EXTENT AS THOUGH IT WERE FULLY INCORPORATED THEREIN.

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**Correction #1**

Bid specifications included a request for 750 UZBL ALWAYS-ON SLIM 11 UNIVERSAL CHROMEBOOK, LAPTOP CASE W/POUCH, BLACK, Part#: EV A7953. **That part # may be incorrect.** The Owner does want an Always on case with a pouch for the device power adapter and a mouse and will accept a suitable alternative to the UZBL as long as the case always stays on the Chromebook and the case has a zippered pouch.

**Questions #1**

In light of COVID-19, our organization has offered that employees work remote, joining global efforts of practicing social distancing to prevent further spread of the virus. Due to these new remote capabilities, employees do not have access to a notary, or the ability to send out original bid and contract documents in the mail. We ask that our customers offer some flexibility in these times, and accept an electronic signature in lieu of originals, and forego any notary requirements. We ask that our customers offer some flexibility in these times, and accept an electronic bid submission, instead of hard copies, and forego any notary requirements. Will you allow bidders to email over our bid response?

**Response Question #1:**

As per the Bid document, Sealed bids must be endorsed "IFB- 21-05 Chromebooks, Related Equipment and Services" and are due by September 18, 2020 by 12:00 PM (electronic submissions will not be accepted).

Sealed Proposals consisting of 5 printed copies (1 marked ORIGINAL) and 1 digital copy in Microsoft Word format) shall be delivered to:

Laura Phelps, Procurement Officer  
14 Court Square  
Greenfield, MA 01301  
(413) 772-1569

**Question #2**

Can you please clarify what is required for the Help Desk Support?

**Response #2**

As per the Bid document: Toll-free, 24 x 7 tech support. If the Owner has a problem with the hardware/software delivered, the owner should be able to call a toll-free number and get support to troubleshoot the problem.

The owner is willing to amend this support to be **toll-free, 8 x 5 tech support** rather than 24 x 7 tech support

**Question #3**

What is the Help Desk Support needed to cover?

**Response to Question #3**

- a. Suggestions for troubleshooting if necessary
- b. advice on how to return broken equipment for repair or replacement

**Question #4**

On page 2 of the RFP, asset management is listed as part of the services. Can the City please clarify what is required here? "Services will include, but not be limited to, software installation, setup, warranty, insurance and asset management."

**Response #4**

Asset management as per the bid specification:

- a. The owner will send the vendor 787 asset tags, using a prepaid overnight shipping label sent to the owner by the vendor (one asset tag per device).
- b. The vendor will affix an asset tag on the underside of each Chromebook before the case is put on the device.
- c. A complete list of devices with their asset tags and serial numbers must be given to the owner in print and Excel-compatible electronic format. The Excel-compatible spreadsheet must have one column listing every asset tag and a second column listing the corresponding device serial number.

**Question #5**

Are there any onsite services required outside of inside delivery?

**Response to Question #5**

No.

**Questions #6 and #7**

Will carts or charging shelves/cabinets need to be populated with the new Chromebooks? Will the district need any Asset Recovery/Asset Disposition services in conjunction with this refresh?

**Responses to Questions #6 and #7**

Not applicable to this bid

**Question #8**

Is there an **Appendices and Bid Forms** (word document) available for the Greenfield Public Schools Chromebooks, Related Equipment, and Services bid?

**Response to Question #8**

The Forms will not be made available in WORD format.

**Question #9**

Resume-Vendor Checklist: We do not see any references to "Resume" in the documentation. Please advise what is needed for this section of the response.

**Response #9**

Respond with the information found on the "About" or "Our Company" page of the vendor's Website. No more than one page of information please detailing how long the company has been in business and what the nature of its business is.

**Question #10**

General Requirements: (5) The bidder will employ no sub-contractors other than those listed on said attachment. Which attachment is this referring to?

**Response #10**

In the **VENDOR PROPOSAL CHECKLIST** table listed on pp. 22 of 25, item #1 provides space to list subcontractor information, if any subcontractors are involved.

**Question #11**

Installation Strategy/Schedule: Is this on-site installation services? Please provide the details of Installation requirements/request.

**Response #11**

Please disregard Item #9 **INSTALLATION STRATEGY/SCHEDULE** in the **VENDOR PROPOSAL CHECKLIST** table listed on pp. 22 of 25. No Installation Strategy/Schedule is required. The only schedule

**Question #12**

Waive the hardcopy/wet signature/notary submission requirements: In consideration of the recent outbreak of COVID-19, and to ensure the safety of our associates and our communities, we have minimized onsite staffing in our office locations. As a result, we are requesting that you waive the hardcopy/wet signature/notary submission requirements of this RFP

**Response #12**

**Please see Response #1**

**Question #13**

Delivery Date: Will you take exception to delivery date not being guaranteed? We will work to get an estimated delivery time but with the disruptions from Covid that date may change. We are at the mercy of the Manufacturer who may experience unforeseen delays.

**Response #13**

Page 3, **SCHEDULE OF EVENTS/CRITICAL MILESTONES** states Completion Date (All hardware delivered and 100% configured). If purchase orders are submitted during the week of September 21, a completion date of December 1, 2020 does not seem unreasonable. I am willing to extend the completion date to December 15, 2020.

**Question #14**

POST INSTALLATION SUBMITTALS (A)2. F-Original copies of service manuals. Complete manuals are links to electronic copies. Will this be accepted?

**Response to Question #14**

Please submit PDFs of the service manuals and weblinks to same.

**Question #15:**

Sales Tax: Is Greenfield Public Schools tax exempt?

**Response to Question # 15**

Yes. Our tax-Exempt #is 046-001-163 and there is no date of expiration

**Question #16**

- A. How are these Chromebooks being connected to the internet?
- B. Is there an opportunity to utilize an embedded wireless carrier chipset?

**Response to Question #16**

- A. The Chromebook should connect to the Internet through standard 802.11AC connectivity
- B. No response.

**Question #17**

- A. How are these devices going to be locked down for specific use?
- B. Will a Mobile Device Manager solution be used?

**Response to Question #17**

- A. Not applicable. Not part of the bid specification.
- B. Not applicable. Not part of the bid specification.

**Question #18**

Will the devices also have a cyber-security solution built in?

**Response to Question #18**

Not applicable. Not part of the bid specification.



**Question #19**

For alternate options for devices, are there any devices that should not be considered?

**Response to Question #19**

For an alternate option to be accessible, it must be able to receive regular updates from Google until it reaches its Auto Update Expiration (“AUE”) and that end of life cannot be earlier than June 2026. For more information, please refer to <https://support.google.com/chrome/a/answer/6220366?hl=en>

**Question #20**

How are you going to program, label, kit, and activate these devices?

**Response to Question #20**

We have requested white-glove activation with the vendor applying an Owner-supplied asset tag to each device. For a definition of asset tagging, please refer to response #4 above. For a definition of “White Glove” service please see p. 6 of 25 on the Bid Specification

Additionally,

- We want the licenses activated and associated with the [gpsk12.org](https://gpsk12.org) domain
- We want the vendor to send us a paid shipping label for pick up of 787 asset tags we will send them. A single asset tag must be placed on each device
- Vendor must put the asset-tagged device into the hard shell case
- We also want a 2-column spreadsheet listing asset tag and device serial number

**Question #21**

Will we get the questions and answers from all of the bidders?

**Response to Question #21**

The current document comprises all questions submitted by the bidders and the owner’s response to those question

**Question #22**

Is the 5 year parts and labor warranty + ADP just include the Chromebooks or does this include headphones and cases as well?

**Response to Question #22**

The 5 year parts and labor warranty + ADP applies only to the Chromebooks.

### Question #23

I am writing to request permission to submit alternative products for your Invitation for Bid 21-05.

- A. Lenovo Chromebook 100e- Requesting approval to propose HP CB 11A G8 Education Edition
- B. UZBL rugged shell “always on” Cases- Requesting approval to propose Max Cases Extreme Shell
- C. V7 Headphone HA520-2NP- Requesting approval to propose Anywhere Cart AC-HPM-BLK
- D. UZBL Always-On Slim 11 Universal CB/Laptop Case EV A7953- Requesting approval to propose Belkin Always On 11” Slim Case

### Response to Question 23

- A. HP CB 11A G8 Education Edition is not acceptable as your provided specifications above show the HP CB 11A G8 has no HDMI connector
- B. The Max Case Extreme Shell-S is an acceptable alternative provide the shell completely encloses the case so as to prevent users from scratching off the warranty and asset tags put on the Chromebook
- C. The Anywhere Cart AC-HPM-BLK is a headset, not a headphone. It has a fixed position microphone. Headsets are typically more expensive than headphones and the Chromebook already has a built-in microphone. Therefore the AC-HPM is unnecessary but the Owner would accept this headset as a suitable alternative
- D. The bid specification denoted an “always on” case with a pouch for the power adapter and a mouse. If the Belkin Always On 11” Slim Case has a pouch for these accessories, it would be an acceptable alternative. The Vivacity Tech Work-In Case for 11.6” devices with optional Add-On Pouch would be an acceptable alternative. The MaxCase Work-In Case with Pocket 11” is unsuitable and not acceptable because the accessories could slip out.

### Question #24

- A. Requesting more information on what you want for installation.
  - We want the licenses activated and associated with the [gpsk12.org](http://gpsk12.org) domain
  - We want the vendor to send us a paid shipping label for pick up of 787 asset tags we will send them. A single asset tag must be placed one on each device
  - Vendor must put the asset-tagged device into the hard shell case
  - We also want a 2-column spreadsheet listing asset tag and device serial number
- B. We want a 5-year warranty, with 5-years of accident insurance, not 4
- C. Insurance should cover lost or stolen devices

### Response to Question #24

- A. See response to question #20 above
- B. We do want a 5 year warranty on the Chromebook, with 5 years of accident insurance. See p. 19 of 25 in the Bid Specification, **5-year Warranty with Accidental Damage, Theft/Loss Insurance strongly preferred. Please include a yearly pricing schedule for accident damage and Theft/Loss insurance listed separately.**
- C. We do expect that the insurance should cover lost or stolen devices. See p. 19 of 25 in the Bid Specification, **5-year Warranty with Accidental Damage, Theft/Loss Insurance strongly preferred. Please include a yearly pricing schedule for accident damage and Theft/Loss insurance listed separately.**

**Question #25**

Is there a typo on the headset quantity? (Should 1,787 really be 787?)

**Response to Question #25**

We are not requesting 1787 headsets! **We are requesting 1787 headphones** (1000 more than the number of requested Chromebooks).

**Question #26**

Would you accept alternatives to the Lenovo 100e G2?

**Response Question #26**

Yes, provided the alternative device is a full equivalent, and Approved

**Question #27**

White Glove (AKA "Platinum) Services

**Response Question #27**

For a definition of "White Glove" service please see p. 6 of 25 on the Bid Specification

**Question #28**

Can you elaborate on what you mean by "Download and apply all policies for the device"?

**Response Question #28**

No policies need be applied. It is sufficient to:

1. Power on and update to the latest version of Chrome
2. Connect to Wi-Fi to test the hardware
3. Enroll the device in the gpsk12.org domain

**Question #29**

Help Desk Support: Toll-free, 24 x 7 tech support.

- A. What is the expectation for this?
- B. Are you expecting us to provide end user service desk support?

**Response Question #29**

See Owner's response to Question #2



**Question #30**

Asset tags/labels (Page 15)

- A. Can you please confirm how many stickers we are applying?
- B. It states one asset tag, provided by the owner, however it states a “warranty label” must also be applied on Page 15.
- C. Are the customer-provided tags equipped with Code 39 barcodes already (see page 16)?

**Response Question #30**

- A. 787 asset tags; 787 warranty stickers
- B. Warranty sticker should state the warranty start and end dates
- C. Yes

**Question #31**

Cases: Can you confirm that you want us to install all 787 devices in the chromebook case

**Response Question #31**

Each Chromebook should be installed in its own hard shell case prior to delivery to the Owner

**Question #32**

Shipping:

- A. Can the OEM box/packaging be used for final shipment?
- B. If not, custom boxes would need to be created to accommodate the footprint of the device, while it is installed in the case.

**Response Question #32**

- A. Owner would prefer that all Chromebooks be unboxed, tagged, encased in hard plastic shell and placed on a pallet with other Chromebooks, rather than individually boxed.
- B. No custom boxes are needed.

**Please acknowledge this Addendum #1 on the IFB Form  
END OF ADDENDUM**



*The Town of Greenfield is an Affirmative Action/Equal Opportunity Employer,  
a designated Green Community and a recipient of the “Leading by Example” Award*