



COUNTY of McHENRY
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September 16, 2020

ADDENDUM 2

RFP 20-48 Service to Provide and Install Personal Computers, Monitors, Notebooks and Tablets
Due September 24, 2020 no later than 9:00 a.m. (CST)

Additions & Clarifications to RFP

Question 1: I have a question about the "Green Equipment" requirements in the RFP 20-48. Considering the criteria for post consumer content, performance criteria and Energy Star, are you planning on evaluating compliance by using an ecolabel such as TCO Certified?

Response: No, we are seeking Energy Star low power consumption equipment.

Question 2: Concerning Section IX of RFP 20-48, would you be able to have an IT Asset Disposal (ITAD) form be filled out and returned prior to bid opening?

Response: No, successful vendor will be provided details.

Question 3: Are partial bids acceptable and will the County consider splitting the award between vendors? For example, might the County end up purchasing HP hardware from one vendor, MS Surface from another, Toughbooks from another, etc. or will the award be for the full project only?

Response: Partial bids will be accepted.

Question 4: How will this bid be awarded? Will it be awarded to 1 partner or split up with multiple partners?

Response: See question 3.

Question 5: What is the criteria of the award? Price? Service Capabilities?

Response: Refer to Page 3 of 25 "Criteria for Selection".

Question 6: Are you only accepting alternatives on HP Equipment?

Response: Yes.

Question 7: SECTION V - Rugged Notebooks, Tablets (Premier Deployment imaging, customer portal access, disk image management, Custom BIOS) When you say Customer Portal Access, what are you looking for the portal to provide?

Response: Customer Portal Access is part of Panasonic's Public Sector Service Package warranty.

- Question 8: Disk Image Management! What do you mean by that? Are you looking for a VPN into our facility to allow for you to control the image?**
Response: Disk Image Management is part of Panasonic's Public Sector Service Package warranty.
- Question 9: Or we have a tool for imaging. Dell image assist. Are you familiar with Dell Image assist? Would you be able to join a demo of our imaging process with our engineers prior to making the decision?**
Response: No.
- Question 10: How many locations with we be shipping the units to?**
Response: Nine locations.
- Question 11: Do you need asset tags?**
Response: Yes, we will provide a sample to the successful vendor.
- Question 12: What is your current refresh cycle? Do the tablets have a different cycle? How about the Rugged's?**
Response: 5-6 years for all devices.
- Question 13: What is your imaging process now?**
Response: N/A
- Question 14: How often do you update your image?**
Response: N/A
- Question 15: How many different versions of images do you have?**
Response: N/A
- Question 16: How many application packages do you have?**
Response: N/A
- Question 17: How many Bio-Settings do you currently use?**
Response: N/A
- Question 18: How do you manage your devices today?**
Response: N/A
- Question 19: What Applications do you use?**
Response: N/A
- Question 20: Are you looking into moving to modern provisioning any time soon?**
Response: N/A
- Question 21: How will you be looking to transfer the data from machine to machine?**
Response: N/A
- Question 22: What applications do you use to assist manage your devices ?**
Response: N/A
- Question 23: Are all your machines on Windows 10? If so what version are you on? 1903 or 1909?**
Response: N/A

Question 24: Support questions: (listed out in most builds as a request for option 1-5 years) Have you looked into PCaaS/Leasing?

Response: N/A

Question 25: What is your current support level in your environment?

Response: N/A

Question 26: Is your current support onshore or off shore?

Response: N/A

Question 27: Do you have an average failure rate for your current providers, install base?

Response: N/A

Question 28: What is one thing missing in the current providers offerings you would like to see, if not stated in the RFP?

Response: N/A

Question 29: Panasonic Toughbook FZ-55 (FZ-55C-02VM) Semi-Rugged – Public Sector Specific. Toughbook Preferred - 3-year Public Sector Service Package: Protection Plus Warranty. Premier Deployment (48 Hour Burn-In, Windows Disk Image Mgmt/Imaging, Deployment Reporting, Customer Portal Access),).

Can you expand on: what the 48 hour burn in is referring too?

Response: 48 Hour Burn-In is part of Panasonic's Public Sector Service Package warranty.

Reporting, what are you looking for us to deliver, do you have a sample report? (what do you want included?)

Response: Reporting will be agreed on with successful vendor.

Service Updates/Engineering Changes (what exactly are you looking for here?)

Response: N/A

Question 30: SECTION VII – Inventory, Delivery and Install. How many locations?

Response: See question 10.

Question 31: Can we pick up non-functioning used equipment, prior to the new ones rolling in? In Bulk? Are they boxed?

Response: No.

Question 32: SECTION VIII – Microsoft O365 Teams Business Case Training- How many sessions are you looking to have us host? Onsite or Remote? How many attendees? How often?

Response: Two onsite 3-4 hour Administrator workshops composed of 10-15 participants. Ten onsite 3-4 hour End User workshops composed of 10-15 participants. All to be delivered over the course of three months (April, May, June 2021).

Question 33: When would you line to me fully launched?

Response: Question is unclear.

Question 34: In addition to workshops would you be open to a solution that fits this need perfectly. It is our “our residency program” (It is an OPEN SOW for your TEAMS project for 90-180 days) He would report into you, but be Dell badged (Onsite or Remote) “

Response: No.

Question 35: SECTION IX – Recycling and Disposal of Replaced Equipment: Are all the machines in one location?

Response: No.

Question 36: If not how many locations

Response: Nine.

Question 37: Do we need to be onsite or can we remove the units and provide the certificate after the offsite recycle/disposal

Response: Offsite recycle/disposal will be considered.

Question 38: SECTION III – Microsoft Surface. 4-year Microsoft Surface Complete Accident Protection Extended Service Plan? What is included in this plan

Response: Refer to Microsoft manufacturer warranty specifications.

Question 39: Toughbook Preferred - 3-year Public Sector Service Package: Protection Plus Accidental Damage Coverage (what are you looking for specifically in this coverage)

Response: Refer to Panasonic manufacturer warranty specifications.

Question 40: Hardware: HP EliteBook 850 G7 or equivalent Do you want the 15” HP 850?

Response: Please quote the 14” and 15.5” 850 G7.

Question 41: 13.3” BrightView LED FHD low power touchscreen - Dell offers an SLP display, but not with touch on CS, but we do offer SLP & touch on the 2n1, 2n1 also supports active stylus, no SLP option. * Does Dell’s SLP need to compete with your low power claim?**

Response: We prefer energy star low power consumption equipment preferred.

Question 42: Digital Stylus – You did not request a touch screen, please verify if you do indeed really want a stylus?

Response: If no touch screen, stylus not necessary.

Question 43: Docking station or equivalent. HP USB-C Dock G5 - WD19, TBolt Dock 120W G2 WD19TB, TB Dock G2 with Combo CBL D6000 or is this WD19DC? What do you use it for?

Response: Docking laptops.

Question 44: Dual Pass (Upper: WWAN/Lower: dGPS). 4G LTE Multi Carrier (EM7511) Why is this a particular need? What is this needed for? Is this non-negotiable as apart of the configuration? Are you willing to see options?

Response: Dual Pass is required in the configuration.

Question 45: Imaging:

Total number of devices to be image?

Will you provide us the image?

Do you have a universal image or multiple images?

How will we get the image? (USB, Email, Zip file, FTP Service, etc.)?

Does the PC need to be joined to the domain?

Will Encryption be required?

Do you also want any post image configuration such as BIOS changes?

Response: N/A

Question 46: Asset Tagging:

Is Asset Tagging required?

Does the customer have their own asset tags, or will Zones be printing and providing?

If yes, is the Asset Tag Flimsy or Durable?

If Zones is to provide Asset Tags, what information is requested to be on the tag?

Is Asset Tag custom or standard size?

What is your preference for Asset Tag location?

Would client like a Mac Address Capture Report?

Response: See response to question 11.

Question 47: Kitting:

Is Kitting required?

If so what do you want kitted? CPU, LED.MOUSE ,KEYBOARD ETC?

What will be added to each kit?

What are the sizes of the equipment (ex. Monitor, mount, etc.)?

Response: No.

Question 48: Hardware Installation:

What are we installing? (Memory, Wi-Fi, etc.)

How many items will be installed in one unit?

Are any of the installed items a Server or Blade?

Response: Question is unclear.

Question 49: Software Installation:

What type of Software are we installing on machine? Win7, Win10, Linux, etc.)

Will the customer need more than one operating Software on one machine?

Response: No software installation requested