SERVICE AGREEMENT

BETWEEN THE

DEKALB COUNTY SCHOOL DISTRICT

AND

VIRTUCOM, INC.

Project Name: Computer Devices, Accessories and Associated Services

Service Provider Address: 1 Sun Court NW
Peachtree Corners, GA 30092

ITB No.: 25-599

Description: Computer Devices, Accessories and Associated Services

THIS SERVICES AGREEMENT and the below referenced documents attached as Exhibits (hereinafter the "Service Agreement") is made and entered into by and between the **DeKalb County School District** (hereinafter the "DCSD") whose address is **1701 Mountain Industrial Boulevard, Stone Mountain, Georgia 30083** and **Virtucom, Inc**. (hereinafter the "Service Provider") whose physical address is **1 Sun Court NW, Peachtree Corners, GA 30092**. DCSD and Service Provider are referred to herein collectively as the "Parties" and individually as a "Party."

WHEREAS, DCSD desires to retain the services of a competent and qualified Service Provider to provide Computer Devices, Accessories, and Associated Services; and

WHEREAS, the DCSD has solicited for these services via an advertised request for proposals and has received responsive proposals thereto; and

WHEREAS, after review and consideration of all responsive proposals, DCSD intends to engage the Service Provider to provide Computer Devices, Accessories, and Associated Services; and

WHEREAS, the Service Provider remains agreeable to provide Computer Devices, Accessories, and Associated Services and represents that it is competent, qualified, capable, and prepared to do so according to the terms and conditions stated herein;

The Service Agreement consist of:

a. This Service Agreement (Agreement for Services);
b. Invitation to Bid (ITB) No. **25-599 (Exhibit A);**
c. The Service Provider's Proposal to the above-numbered ITB, including pricing, and any applicable Scope of Services and any applicable Payment and Payment Terms Schedule attached except that objections or amendments by Service Provider that have not been explicitly accepted by DCSD in writing in this Service Agreement shall not be included in this Service Agreement and shall be given no weight or consideration; **(Exhibit B);**
d. Board Directive originally dated **March 10, 2025 (Exhibit C)**; and
e. Notice of Award dated **March 21, 2025 (Exhibit D).**

This Service Agreement together with the aforementioned exhibits collectively forms **the Service Agreement**. All prior and contemporaneous negotiations and Service Agreements between the Parties on the matters contained in this Service Agreement are expressly merged into and superseded by this Service Agreement. DCSD shall not be bound by any additional terms and conditions, including but not limited to, terms and conditions related to any provided service or good, limitations of the Service Provider's liability or any other third party's liability, limitation of warranties, packaging, invoices, service catalog, brochure, technical data sheet, electronic disclosures, electronic Service Agreements, or other document which attempts to impose any conditions at variance with or in addition to the terms and conditions of this Service Agreement.

Any inconsistency or conflict among the specific provisions of this Service Agreement shall be resolved as follows:

a. First, by giving preference to the specific provisions of this Service Agreement and any change orders or modifications issued after execution of this Service Agreement;

b. Second, by giving preference to the specific provisions of the ITB attached hereto as **Exhibit "A;"**

c. Third, by giving preference to the specific provisions of Service Provider's Proposal, including pricing and any applicable Scope of Services and any applicable Payment and Payment Terms Schedule attached hereto as **Exhibit "B**," except that objections or amendments by Service Provider that have not been explicitly accepted by DCSD in writing in this shall not be included in this Service Agreement and shall be given no weight or consideration.

NOW, THEREFORE, in consideration of the mutual promises, covenants and Service Agreements stated herein, and for other good and valuable consideration, the sufficiency of which is hereby acknowledged by the Parties, DCSD and the Service Provider agree as follows:

ARTICLE 1

PARTIES TO THE SERVICE AGREEMENT

The DCSD's address and its contact person are:

DeKalb County School District
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083

Attention: Ms. Carla Smith, Vendor Services Executive Director

Phone: 678-676-0133

Email: Carla_Smith@dekalbschoolsga.org

With a copy to:

DeKalb County School District
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083

Attention: Dr. Devon Q. Horton, Superintendent

The Service Provider's contact information is:

Company Name: Virtucom, Inc.

Address: 1 Sun Court, NW
Peachtree Corners, GA 30093

Contact Person: Don Tang
Title: Chief Operations Officer
Phone: (770) 908-8100
Email: proposals@virtucom.com

Any notice or consent required to be given by or on behalf of any Party hereto to any other Party hereto shall be in writing and shall be sent to DCSD or to the Service Provider by (a) registered or certified United States mail, return receipt requested, postage prepaid, (b) personal delivery, or (c) overnight courier

service. All notices sent to the above addresses shall be binding unless said address is changed, and provided in writing to the other Party, no less than fourteen days before such notice is sent.

ARTICLE 2

DURATION OF AGREEMENT

2.1 **Agreement Term. Agreement Term.** The term of this Service Agreement begins on the date executed by the last Party to execute below (hereinafter the "Effective Date"). The performance period for this Service Agreement shall terminate on _____.

2.2 **Agreement Renewal.** In addition to the base period, there are four (4) one-year optional renewal terms (each a "Renewal Term") to be exercised at the sole discretion and approval of DCSD. Additionally, as required by O.C.G.A. § 20-2-506, this Service Agreement shall terminate absolutely and without further obligation on the part of DCSD at the close of the calendar year in which it was executed and at the close of each succeeding calendar year for which it may be renewed, but shall be automatically renewed for each subsequent calendar year during the term unless DCSD terminates this Service Agreement, by providing Service Provider with thirty (30) days advance notice of termination prior to the end of the calendar year. Renewal will depend upon the best interests of the DCSD, funding, and Service Provider's performance subject to the other termination methods available to the DCSD herein. Any respective obligations of Service Provider or DCSD hereunder which by their nature would continue beyond the termination, cancellation or expiration of this Agreement shall survive such termination, cancellation, or expiration.

2.3 **Total Obligation.** Pursuant to O.C.G.A § 20-2-506(b), it is agreed and understood that the Board of Education of DeKalb County has established a not-to-exceed amount for all Work to be performed under ITB 25-599, which includes an award to multiple vendors. Authorization for specific Work under the ITB to specific vendors who have been awarded work under the ITB shall be at the sole discretion of DCSD. The combined spend for the ITB across all of the awarded vendors shall not exceed the annual spend authorization set by the Board of Education of DeKalb County for the ITB. It is further agreed and understood that no work under this Agreement shall be authorized at such time that the collective spend under the ITB exceeds the total authorized not-to-exceed amount pursuant to the ITB. No work shall commence under this Agreement until the assigned vendor receives express written authorization from DCSD to commence its work to include a statement of estimated costs and date of completion of the subject work.

ARTICLE 3

SCOPE OF SERVICES

3.1 DCSD does hereby retain Service Provider to furnish those services and to perform those tasks (collectively, the "Services") as further described in (i) the DCSD's Request for Proposal 25-599, to include all attachments and addenda, attached hereto as Exhibit "A" and incorporated herein by reference; and (ii) the Service Provider's final responsive thereto, attached hereto as Exhibit "B" and incorporated into this Agreement by this reference. A complete copy of the Scope of Work section of ITB 25-599, to include the Service Provider's final responsive proposal, is attached as Exhibit "B" and made a part of this Service Agreement.

3.2 Service Provider shall be solely responsible for the professional quality, accuracy, competence, methodology, and the coordination of all Services performed pursuant to this Agreement.

3.3 DCSD's review, approval, or acceptance of any of the Service Provider's Services shall not be construed to: (i) operate as a waiver of any rights the DCSD possesses under this Agreement; or

(ii) waive or release any claim or cause of action arising out of the Service Provider's performance or nonperformance of this Agreement. The Service Provider shall always remain liable to the DCSD in accordance with applicable law for any and all damages to the DCSD caused by the Service Provider's breach of this Agreement.

ARTICLE 4

COMPENSATION

4.1 The Service Provider agrees that the total compensation for the initial term under this Service Agreement shall not to exceed $12,670,833.16 as set forth in Exhibit "B" and Exhibit "C". There shall be no add-on charges of any kind.

ARTICLE 5

WORKING RELATIONSHIP

5.1 The Service Provider will function in cooperation with the DCSD's designated representative, which is set forth in Article 1 of this Service Agreement. The Service Provider will consult with the DCSD's representative before finalizing recommendations or taking action at Services milestones or other key decision points. The Service Provider shall fully cooperate with the DCSD and, if applicable, the DCSD's representative or designee. Such cooperation shall include, without limitation, providing any requested information to the DCSD's representative and advising, meeting with, consulting with, and coordinating with the DCSD's representative.

5.2 The DCSD shall have the right, at its sole discretion, to demand and require the Service Provider to remove any employee or subcontractor working for the Service Provider on the Services and to replace the employee or subcontractor without cost or liability to the DCSD.

5.3 For purposes of safety and otherwise, the Service Provider, at all times, shall ensure its ability to thoroughly and clearly communicate, in any and all necessary languages, with the DCSD representative and with the Service Provider's employees, agents, representatives, and subcontractors.

5.4 The Service Provider shall ensure that any and all electronic devices, computers, software, hardware, equipment and other similar and related items that are utilized by the Service Provider, or any entity or person under the Service Provider's supervision or control, do not harm, or allow harm, to the DCSD's computers, systems, networks, and technology. The Service Provider shall take any and all measures possible to protect the DCSD's computers, systems, networks, and technology from viruses and other malicious codes.

ARTICLE 6

INVOICING AND AGREEMENT PRICE

6.1 **Invoices.** The Service Provider shall submit invoices, to DCSD, for services rendered pursuant to the attached Exhibit "A" and Exhibit "B." Invoices will be paid by DCSD within thirty (30) days after receipt of the invoice from the Service Provider. All invoices shall be submitted by Service Provider shall be submitted to: Ms. Carla Smith, Executive Director Vendor Services, DeKalb County School District, 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia, 30083.

6.2 **Agreement Price.** DCSD shall pay, and the Service Provider shall accept, as full and complete payment for the Contractor's timely performance of its obligations hereunder the fixed price listed in section 2.3. The price set forth in Paragraph 2.3 shall constitute the Agreement Price, which shall not be modified except where evidence acceptable to DCSD of changed market conditions and indices is produced. Such modification may only be made once per year and shall only become effective upon the renewal of the Agreement at the start of the subsequent year. Any such proposed price escalation /de-escalation must be presented in writing to DCSD, for approval, with substantiating proof to DCSD a minimum of ninety (90) days prior to taking effect.

ARTICLE 7

CANCELLATION OR TERMINATION BY DCSD

7.1 DCSD reserves the right to cancel or terminate this Service Agreement at any time for any reason, with notice in writing to the Service Provider. In the event of cancellation or termination, the DCSD shall pay to the Service Provider all compensation earned for actual services rendered. Any cancellation or termination by DCSD shall be effective within thirty (30) business days of the receipt of such cancellation or termination to Service Provider by DCSD.

7.2 Upon termination of this Service Agreement, the Service Provider shall:

7.2.1 Cease work under the Service Agreement and take all necessary or appropriate steps to limit disbursements and minimize costs

7.2.2 Immediately cease using and return to the DCSD, any personal property or materials, whether tangible or intangible, provided by the DCSD to the Service Provider

7.2.3 Cooperate in good faith with the DCSD and its employees, agents and contractors during the transition period between the notification of termination and the substitution of any replacement contractor(s); and

7.2.4 Immediately return to the DCSD any payments made by the DCSD for Services that were not delivered or rendered by the Service Provider.

ARTICLE 8

INDEPENDENT CONTRACTOR

8.1 The Service Provider and its employees shall perform as an independent contractor and not an employee or representative of the DCSD. The Service Provider retains sole and exclusive liability for all contributions, taxes or payments required to be made on account of the Service Provider's employees under federal or state income tax laws, unemployment and workers' compensation acts, social security acts, and all other legislation requiring employer contributions or withholdings.

8.2 The Service Provider shall maintain strict discipline among all personnel employed at DCSD, nor shall any person employed on any Services site have in his or her possession any drugs, alcohol or firearms. Unprofessional conduct, including but not limited to horseplay, wrestling, and fighting, shall not be permitted or allowed. No employee, subcontractor or representative of the Service Provider shall use any tobacco product while at any Services site, on any property owned by DCSD or at any function or event sponsored by or held on behalf of DCSD.

8.3 The Service Provider agrees that the Service Provider is not an employee of DCSD for purposes of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18001, et seq. ("ACA"), or for any other purpose. The Service Provider agrees that the Service Provider will be responsible for reporting requirements under the ACA and certifies that the Service Provider has their own individual health plan coverage. The Service Provider agrees that the Service Provider shall make the necessary federal, state, and local filings and returns as required by law at the appropriate times, including, but not limited to, federal, state, and local income tax (including estimates), filings and returns required by the Self-Employment Contribution Act, and any other filing or return, required by federal, state, or local government. With respect to ACA compliance obligations, Service Provider acknowledges and agrees that:

- Service Provider is responsible for filing Form 1094-C and Form 1095-C with respect to all assigned workers assigned to DCSD;

- Service Provider is responsible for compliance with Internal Revenue Code Section 4980H with respect to assigned workers;

- If requested by DCSD in connection with any governmental audit or inquiry, Service Provider will cooperate in furnishing DCSD with detailed information on assigned workers as reasonably needed for DCSD to respond to such audit or inquiry, and at no additional charge;

- Service Provider will offer health plan coverage to assigned workers (and their dependents) that complies with the ACA's minimum value and affordability requirements and, during the term of their staffing Service Agreement; and

- In addition to any existing indemnification obligations set forth in Article 20, herein, Service Provider agrees to reimburse DCSD for any penalty or tax imposed against DCSD with respect to any assigned worker, and to indemnify and hold harmless DCSD against all liabilities, penalties and fees that may be imposed upon DCSD, under Internal Revenue Code Section 4980H(a) or (b); *provided* that DCSD will provide prompt notice to Service Provider of its receipt of any notice of assessment of penalty or taxes under Code Section 4980H and Service Provider will cooperate fully with DCSD in contesting such assessment and accepting responsibility for its assigned workers.

ARTICLE 9

RESPONSIBILITY FOR SERVICES

9.1 In the performance of this Agreement, the Service Provider warrants that it shall consistently render its best efforts and shall exercise that degree of skill and care which others would exercise in like circumstances and that its Services will be performed without errors or omissions. Service Provider shall be responsible for the accuracy of its Services and any error and/or omission made by the Service Provider in any work under this Agreement, and Contract. Services performed by the Service Provider shall be subject to review and acceptance in stages as required by DCSD. Acceptance shall not relieve the Service Provider of its professional obligation to correct, at Service Provider's own expense, any errors in the Services.

9.2 If Services performed by the Service Provider fail to meet the standards set forth in Paragraph 9.1, DCSD may elect to have the Service Provider re-perform, or cause to be re-performed, at no cost to DCSD any of the Services which fail to meet said standards where: (i) such failure appears during the performance of the Service Provider's Services or within one year from the date of completion of the Service Provider's Services, and (ii) DCSD notifies Service Provider of any such failure within sixty (60) days of the time that the failure becomes apparent. This Paragraph 9.2 shall not be interpreted to limit the right of DCSD to pursue and obtain any and all other remedies against the Service Provider at law or in equity.

9.3 Service Provider warranties that any goods to be produced to or delivered to Owner during the course and scope of work for these Services will be of merchantable quality, free from defects in materials and workmanship.

9.4 DCSD acknowledges that the Service Provider shall be entitled to rely on the accuracy and currency of information supplied by DCSD or by any of the Owner's contractors or consultants, or available from generally accepted reputable sources.

9.5 DCSD MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED.

ARTICLE 10

OWNERSHIP OF WORK PRODUCT

10.1 Any reports, recommendations, estimates, specifications, drawings, technical data, sketches, computer software, and all other information developed, created, procured or requested by the Service Provider in connection with its performance under this Service Agreement (the "Information") shall be the property of the DCSD. In entering into this Service Agreement, the Service Provider hereby transfers to the DCSD all right, title, and interest, including the copyright, in and to the Information.

10.2 Any reports, recommendations, estimates, specification, drawings, technical data, sketches, computer software, and all other information developed by equipment vendors or other third parties that relate to the Services shall be the property of the DCSD. This provision shall not act to transfer rights of DCSDs of standard software or specification packages for which copyright is retained by the developer.

10.3 All original technical data, evaluations, reports and other work product of the Service Provider shall be delivered to the DCSD upon the completion, cancellation or termination of Services under this Service Agreement within three (3) business days of such completion, cancellation or termination. The Service Provider may retain one (1) copy of all documents produced by the Contractor for its permanent file.

ARTICLE 11

ACCOUNTING AND RECORDS

11.1 The Service Provider shall maintain a system of accounting and record keeping for all Services. Further, the Service Provider will allow the DCSD's inspection of necessary supporting receipts and documentation for audit purposes for a period of seven (7) years after completion of Services provided under this Service Agreement.

ARTICLE 12

COMPLIANCE WITH LAWS

12.1 The Service Provider shall comply with all federal, state and local laws, regulations, ordinances, and DeKalb County Board of Education policies that are in any way applicable to the performance of its Services under this Service Agreement including but not limited to laws governing health, safety, the protection or preservation of the environment, and occupational licensing.

ARTICLE 13

EQUAL EMPLOYMENT OPPORTUNITY

13.1 The Service Provider will not discriminate against any worker, employee or applicant for employment because of race, color, religion, sex, national origin, age, citizenship status, veteran status, sexual orientation or handicap. The Service Provider will take affirmative action to ensure that applicants are employed, and that workers are treated during employment, without regard to their race, color, religion, sex, national origin, age, citizenship status, veteran status, sexual orientation or handicap. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment, or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

ARTICLE 14

CONTINGENCY FEES

14.1 The Service Provider represents that it has not employed and shall not employ any person other than its own principals and employees to solicit this Service Agreement or any contract with the DCSD, and that it has not and shall not pay any person other than its own principals and employees any fee, commission, percentage, gift or other consideration contingent upon or resulting from the award or making of this Service Agreement or any other contract with the DCSD

ARTICLE 15

SUBCONTRACTORS

15.1 Service Provider shall manage all work and Services performed under this Service Agreement. Upon the DCSD's prior written consent, the Service Provider may subcontract all or part of the Services to be provided. In such event, the rights and obligations of the Service Provider and the DCSD will not be diminished.

15.2 All of the Service Provider's Subcontractors shall be directly responsible to Service Provider and shall be under the Service Provider's direct supervision. The Service Provider shall be as fully responsible and accountable to DCSD for the acts and omissions of its Subcontractors and of persons either directly or indirectly employed by Subcontractors in the performance of Services under this Service Agreement as the Service Provider is for the acts and omissions of persons it directly employs. Other than DCSD being a third-party beneficiary to any Service Agreement between the Service Provider and its Subcontractors, no other contractual relationship between DCSD and any subcontractor is created by any provision contained in this Service Agreement.

15.3 If the Service Provider utilizes Subcontractor(s) with respect to this Service Agreement then the Service Provider will require Subcontractor(s) to comply with all terms and conditions of this

Service Agreement including, but not limited to the insurance requirements. The Contractor shall require all Subcontractors to supply a certificate of insurance as required herein before the Subcontractor commences any work.

ARTICLE 16

SUCCESSORS AND ASSIGNS

16.1 The Service Provider shall not assign its rights hereunder, excepting its right to payment, nor shall it delegate any of its duties hereunder without the written consent of the DCSD. Subject to the provisions of the immediately preceding sentence, each Party hereto binds itself, its successors, assigns and legal representatives to the other and to the successors, assigns and legal representatives of such other Party.

ARTICLE 17

INSURANCE

17.1 The Service Provider and all Subcontractors shall maintain insurance in the types and coverage amounts shown below, which insurance shall provide coverage for Service Provider during the term of this Service Agreement. Prior to the date the Service Provider signs this Service Agreement, the Service Provider shall provide the DCSD with (i) an endorsement from the insurer naming the DeKalb County School District and The DeKalb County Board of Education as an additional insured under the liability policies and (ii) certificate(s) verifying that these insurance coverages and limits are in force. Additional certificates of insurance shall be provided whenever individual policies are renewed (or replaced) on their anniversary date and at such other times as the DCSD requests.

17.2 If the Service Provider is a joint venture involving two (2) or more entities, then each independent entity shall satisfy the limits and coverages specified below or the joint venture will be a named insured under each respective policy specified.

17.3 The insurance requirements of this Contract are:

Type of Insurance	**Coverage Limits**
Workers Compensation	$1,000,000
Employer's Liability	$1,000,000 annual aggregate
Comprehensive General Liability Including Contractual Liability, Bodily Injury and Property Damage	$2,000,000 annual aggregate $1,000,000 per occurrence
Comprehensive Auto Liability Bodily Injury and Property Damage Covering Owned, Hired and Non-Owned Autos	$3,000,000 per accident
Professional Liability	
Umbrella or Excess Insurance	$5,000,000 annual aggregate

17.4 The Service Provider waives all rights, including rights of subrogation, against the DCSD

and its respective directors, officers, partners, Board Members, officials, agents, insurers, subcontractors, consultants and employees for damages covered by any type of insurance during and after the completion of the Work.

17.5 Certificates of Insurance must be executed with the following provisions:

(a) Certificates to contain policy number, policy limits, and policy expiration date of all policies issued in accordance with this Service Agreement;

(b) Certificates to contain the project number, location of property, name of property and operations information to which the insurance applies;

(c) Certificates are to be issued to:
DeKalb County School District
DeKalb County Board of Education
1701 Mountain Industrial Blvd.
Stone Mountain, GA 30083
Attention: Risk Management Department

(d) Certificates shall state that the policy or policies shall not expire, be cancelled or altered without at least thirty (30) days prior written notice to the DCSD.

(e) Service Provider shall be responsible and have the financial wherewithal to cover any deductibles or retentions included on the certificate of insurance.

ARTICLE 18

ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011

18.1 The Illegal Immigration Reform and Enforcement Act of 2011 applies to and is a requirement for all DCSD Contracts for physical performance of services (i.e. public works contracts).

18.2 Service Provider's compliance is set forth in Exhibit "B". The Service Provider warrants and represents that evidence of the Service Provider and their subcontractor(s)' compliance by completing the following forms is included in Exhibit "B" and incorporated herein as reference:

(a) Immigration and Security Certification
(b) Contractor Affidavit
(c) Subcontractor Affidavit
(d) Sub-Subcontractor Affidavit

ARTICLE 19

TERMINATION FOR CAUSE

19.1 Either Party hereto may terminate this Service Agreement upon giving seven (7) days prior written notice to the other Party in the event that such other Party substantially fails to perform its material obligations set forth herein. Any Party seeking to terminate this Service Agreement for cause shall, as a condition precedent to the termination of this Service Agreement, provide the other Party written notice specifically describing its failure to perform its material obligations and allow that Party thirty (30) days after receipt of the notice in which to cure any performance deficiency.

ARTICLE 20

INDEMNIFICATION

20.1 The Service Provider agrees to hold harmless and indemnify the DCSD, its Board, officers, employees and representatives (herein "Released Parties") from and against any and all liability,

claims, actions, causes of action, losses, damages, demands, suits, judgments, costs and expenses arising out of bodily injury (including death) to persons, damage to property, or financial loss, including, but not limited to, any and all costs, expenses, legal fees and liabilities, incurred in and about investigation, defense or prosecution thereof, to the extent caused in whole or in part by a negligent act, error or omission of the Service Provider or any subcontractor(s), or as a result of defective Services under this Service Agreement. Notwithstanding anything to the contrary in this Agreement, Service Provider shall not be liable for, or have any duty of indemnification with respect to any acts or omissions of DCSD.

20.2 The Service Provider further agrees to release, indemnify, defend and hold harmless the Released Parties from any and all claims, demands, rights, liabilities and causes of action inuring to the Service Provider from events over which the Released Parties exercise no control. The Service Provider further agrees to indemnify, defend and hold harmless the Released Parties from any and all claims, demands, rights, liabilities and causes of action arising out of Service Provider's negligent performance under this Agreement.

ARTICLE 21

AGREEMENT ADMINISTRATION

21.1 DCSD and the Service Provider have each appointed certain individuals whose names and phone numbers appear in Article 1 to be their respective representatives in the administration and performance of this Service Agreement. The DCSD's representative shall have no power or authority to change this Service Agreement, or to execute or agree to any change orders. The DCSD may change its representative or declare a designee by written notice to the Service Provider.

21.2 To be binding against the DCSD, and as a condition precedent thereto, any addition, deletion or modification to the terms of this Service Agreement must be in writing and signed by the DCSD. The Service Provider acknowledges that the DCSD does not, and will not be deemed to, waive this condition precedent under any circumstances.

21.3 Failure of the DCSD or the Service Provider to insist in any one or more instances on performance of any of the terms and conditions of this Service Agreement, or to exercise any right or privilege contained in this Service Agreement or the waiver of any breach of the terms and conditions of this Service Agreement, shall not be considered as creating or constituting a waiver of any such terms, conditions, rights or privileges, and the same shall continue and remain in force and effect.

21.4 The Service Provider and the DCSD will adhere to all applicable health and safety laws, rules and regulations including Occupational Safety and Health Administration's ("OSHA") Rules and Regulations effective at the time the work was performed.

21.5 This Service Agreement shall be governed by the laws of the State of Georgia.

ARTICLE 22

PUBLIC RECORDS

22.1 The laws of the State of Georgia, including the Georgia Open Records Act, as provided in O.C.G.A. Section 50-18-70 et seq., require procurement records and other records to be made public unless otherwise provided by law.

ARTICLE 23

FORCE MAJEURE

23.1 The Service Provider will not be responsible or liable in any way for delay or failure to perform its obligations under this Service Agreement during any period which performance is prevented or hindered by conditions reasonably beyond its control, acts of God, fire, flood, and other unusually adverse weather conditions, war, embargo, explosions, riots, laws, rules, regulations and order of any governmental authority.

ARTICLE 24

CAPTIONS

24.1 The headings in this Service Agreement are for the convenience of the Parties hereto and shall in no way affect the construction or interpretation of this Service Agreement or any part hereof.

ARTICLE 25

ENTIRE SERVICE AGREEMENT

25.1 This Service Agreement constitutes the entire and exclusive Service Agreement between the Parties with reference to the Services and supersedes any and all prior communications, discussions, negotiations, understandings, or Service Agreements. This Service Agreement may be amended only by a writing signed by both the DCSD and the Service Provider. The signature of Service Provider below, represents to DCSD that he/she is duly authorized to execute and deliver this Service Agreement on behalf of Service Provider.

ARTICLE 26

MISCELLANEOUS

26.1 Unless otherwise expressly provided to the contrary in this Service Agreement, the term "day" shall mean calendar day.

26.2 Any claim, dispute or other matter in question arising out of or related to this Service Agreement shall be subject to mediation as a condition precedent to the institution of legal or equitable proceedings by either party. The DCSD and Service Provider shall endeavor to resolve claims, disputes and other matters in question between them by mediation which, unless the parties mutually agree otherwise, shall be in accordance with the Mediation Rules of the American Arbitration Association currently in effect. Request for mediation shall be filed in writing with the other Party to this Service Agreement and with the American Arbitration Association. The request may be made concurrently with the filing of a civil action but, in such event, mediation shall proceed in advance of legal or equitable proceedings, which may be stayed pending mediation for a period of 60 days from the date of filing, unless stayed for a longer period by Service Agreement of the parties or a court order. The Parties shall share the mediator's fee and any filing fees equally. The mediation shall be held in the place where the Services is located, unless another location is mutually agreed upon. Subject to the express approval of the DeKalb County Board of Education, agreements reached in mediation shall be enforceable as settlement agreements in any court having jurisdiction thereof.

26.3 The exclusive venue for any civil action arising out of or related to this Service Agreement shall be in the federal, superior, or state courts of DeKalb County, Georgia. If any civil action

is instituted to interpret, enforce or rescind this Service Agreement, the prevailing party in such lawsuit shall be entitled to recover, in addition to any other relief awarded, its reasonable attorney fees and other fees, costs, and expenses of every kind, incurred in connection with the lawsuit.

26.4 If any provision of this Service Agreement or the application thereof to any person or circumstance shall to any extent be held invalid, then the remainder of this Service Agreement or the application of such provision to persons or circumstances, other than those as to which it is held invalid, shall not be affected thereby, and each provision of this Service Agreement shall be valid and enforced to the fullest extent permitted by law.

26.5 This Service Agreement may be executed in several counterparts, each of which shall be deemed an original, and all such counterparts together shall constitute one and the same Service Agreement. A scanned or photocopy of an original signature shall be deemed an original for purposes of this Service Agreement.

26.6 Service Provider, and all personnel of Service Provider, agree to a background check. The Service Provider, and all personnel of Contractor, shall undergo the same criminal background check, within the last 365 days, as required by DCSD employees. Such background checks will be performed by DCSD at the expense of the Service Provider. Additionally, any charges against the Service Provider, or personnel, may be deemed unacceptable in DCSD's sole discretion regardless of whether dismissed, expunged, sealed, removed from the record, treated as a "first offender" or dead docketed. Upon receipt and evaluation of DCSD's background check results, DCSD may demand that the personnel named in the check result, not provide services to DCSD premises. Any failure of the Service Provider, or personnel, to obtain a criminal records background check through DCSD, as stated herein, may result in termination of any resulting contract between Service Provider and DCSD. Confirmation of background checks must be submitted in writing prior to commencement of any services to DCSD to: Ms. Carla Smith, Executive Director Vendor Services, DeKalb County School District, 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia, 30083.

26.7 Service Provider shall obtain prior written approval from DCSD's Department of Communications before the distribution of any news, press release or any marketing materials, by Service Provider, which mentions DCSD, DeKalb County Board of Education, or any of the schools or centers within DCSD, or uses DCSD's logo or trademark. All requests for prior written approval shall be sent to: Communications Department, DeKalb County School District, 1701 Mountain Industrial Blvd., Stone Mountain, Georgia, 30083.

IN WITNESS WHEREOF, the DCSD and the Service Provider, agreeing to the above terms and conditions and intending to be legally bound and each acting through persons duly authorized, have placed their signatures on duplicate original copies of this Service Agreement.

DCSD:

DEKALB COUNTY SCHOOL DISTRICT

By: _____
[Signature]

Dr. Devon Q. Horton, Superintendent

1701 Mountain Industrial Blvd

Stone Mountain, Georgia 30083

_____
[Date of Execution]

SERVICE PROVIDER:

VIRTUCOM, INC.

By: _____
[Signature]

Don Tang, COO
Printed Name & Title

1 Sun Court, NW

Peachtree Corners, GA 30092

4/18/2025
[Date of Execution]

EXHIBIT "A"

DeKalb County School District

Vendor Services Department
Procurement
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083

Invitation to Bid (ITB) 25-599

Computer Devices, Accessories, and Associated Services

Schedule of Events (All times are EST)

EVENT	DATE(S)	TIME	LOCATION
Solicitation Posts	November 7, 2024	5:00 pm	https://dekalbschoolsga.ionwave.net
Optional Pre-Bid Conference	November 19, 2024	11:00 am	Via Microsoft Teams (registration required)
Deadline to Submit Questions (Q&A)	November 22, 2024	12:00 pm	https://dekalbschoolsga.ionwave.net
Q&A Deadline Responses	December 4, 2024	4:30 pm	https://dekalbschoolsga.ionwave.net
Submission Deadline	December 12, 2024	2:00 pm	https://dekalbschoolsga.ionwave.net
Virtual Public Bid Opening	December 12, 2024	3:00 pm	Via Microsoft Teams (Registration required)
Anticipated Board Approval	February 10, 2025		

SUBMISSIONS MUST BE RECEIVED ELECTRONICALLY VIA https://dekalbschoolsga.ionwave.net

DeKalb County School District Solicitation Contact Person:
Fred Christopher, Procurement Manager III Non-Capital
(678) 676- 0217 and/or email at *solicitationquestions@dekalbschoolsga.org*

DeKalb County School District

1701 MOUNTAIN INDUSTRIAL BLVD, STONE MOUNTAIN, GEORGIA 30083

https://dekalbschoolsga.ionwave.net

INVITIATION TO BID

ITB 25-599

Computer Devices, Accessories, and Associated Services

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Appendix A – Sample Service Agreement

DeKalb County School District ("DCSD") extends this offer to submit a bid for the possible purchase of services conforming to the following designated specifications, terms, and conditions. This solicitation will require DCSD Board of Education approval.

Format and Submission of Invitation to Bid

Submittal responses to this solicitation will be received electronically on the DeKalb County School District website at ***https://dekalbschoolsga.ionwave.net***.

All potential respondents must register as a vendor at https://dekalbschoolsga.ionwave.net.

Approval by the DeKalb County Board of Education
Official approval by the DeKalb County Board of Education is required for this procurement. No contract shall be construed to be formed without the advance official approval of the DeKalb County Board of Education. **The successful offeror will be notified after DeKalb County Board of Education approval.**

Funding Provisions
No award or contract will be made if funding is not approved by the DeKalb County Board of Education.

Fiscal Year Funding Implications
The fiscal year for DCSD begins July 1 and ends June 30. This solicitation and any resulting contract(s) may contain renewal and extension options.

This solicitation, any resulting contract(s), and any renewal and extension options shall terminate absolutely without further obligation on the part of DCSD at the end of the fiscal year in which this solicitation was issued and at each June 30 renewal anniversary date thereafter unless the successful offeror is notified otherwise and agrees in writing to the exercise of renewal and extension options.

Compliance with Specifications

Bidder must indicate below whether or not this bid is in complete compliance with the stated specifications. If there are any deviations from the specifications, the bidder must indicate in writing what the deviations are and must submit with the bid a complete descriptive literature on the actual items bid. Attach and label additional sheets if necessary.

___ Bid is in complete compliance with bid specifications.
___ Bid deviates from stated specifications as follows:

_____

_____

Cancellation
Awards, contracts, and extensions may be canceled for convenience by the DeKalb County School District (DCSD) at any time. In the event of termination of contract by DCSD, the DCSD will be responsible only for those services that have been delivered and accepted according to the ITB requirements. Any cancellation for convenience by DCSD shall be effective three (3) business days after receipt of the Notice of Cancellation for convenience from DCSD by the Offeror.

Payment to Successful Vendor(s)
Payment for goods and services will be made by electronic funds transfer (EFT). Vendor(s) doing business with DCSD are required to provide EFT payment information when registering as a DCSD vendor at: *https://www.dekalbschoolsga.org/purchasing/.*

Rights Reserved
Award will be made to the lowest responsive and responsible bidder meeting the specifications within appropriated funds available. DCSD reserves the right to accept or reject any and/or all parts of any bid response(s) submitted, to accept the entire bid from a single bidder, to accept portions of bids from multiple bidders, and/or to reject all bids submitted. This right is reserved to award items on this bid by any logical group combination or by individual item, whichever is in the best interest of DCSD. DCSD reserves the right to waive any technicalities or minor irregularities in responses received. The decision of DCSD shall be final.

Taxes
Purchases made by DCSD are not subject to federal, state, or local sales tax. A Sales Tax Exemption Certificate will be furnished upon request.

Merchantability and Quality
Bidder warrants that the goods will be of merchantable quality, free from defects in materials and workmanship, and will conform to the descriptions and specifications contained in this document and in bidder's catalogs, product brochures and other representations, depictions or models of the goods.

Specify your warranty/guarantee beyond that stated above in definite terms. Add additional literature/sheets if necessary. Provide a clear description of warranty/guaranty service offered, duration of service, and all stipulations (i.e., service provided on-site, call tag return required, vendor on-site pick-up, parts and labor included parts only, number of years from purchase date warranty is valid, etc.):

_____

_____

_____

F.O.B. Destination
All prices are to be F.O.B. Destination with freight prepaid by the bidder. Bid prices must include all charges for delivery and unloading as directed by the building authorities.

Estimated Quantities
The quantities shown in this ITB document are estimates, which are provided for your information. However, actual quantities purchased by DCSD may vary.

Exclusions of Trade Usages
Unless the context requires otherwise, all terms used in this document and which are defined in the Uniform Commercial Code ("UCC") as adopted by the State of Georgia shall have the same definition set forth in the UCC on the date of this agreement.

Conditional Bids
Provisions within Bids that are conditional (e.g., "Prices Subject To Change," "Prices F.O.B. Shipping Point," etc.) will be invalid and shall not be enforceable. Provisions within Bids which in any way qualify or vary the terms of these instructions, conditions, and specifications shall be invalid and the original instructions, conditions, or specifications within this ITB shall control. If any terms and conditions of the Bids contradict or come into conflict with the terms and conditions of this ITB then the terms and conditions of this ITB shall control unless such provision is specifically accepted by DCSD in writing.

Bidder Failure
In the event that a product, property, or service to be furnished by the successful bidder should for any reason fail to conform to the specifications contained herein, DCSD reserves the right to reject the product, property, or service and may terminate the contract for default.

Failure of the successful bidder to perform on delivery of goods or services as specified may also result in the removal of that bidder from doing business with DCSD for a period of not less than one (1) year.

Georgia Open Records Act
All proposals submitted in response to DCSD solicitations may be subject to the Georgia Open Records Act, which permits any member of the public to inspect and/or copy documents prepared and maintained or received in the course of the operation of the public office or agency.

No Assignment of Award
The successful offeror may not assign the award or contract to or subcontract with another party without the express written permission of DCSD.

The Laws of the State of Georgia
This ITB and subsequent agreement are subject to the laws of the State of Georgia.

§ 200.322 Domestic preferences for procurements.

(a) As appropriate and to the extent consistent with law, the non-Federal entity should, to the greatest extent practicable under a Federal award, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders for work or products under this award.

(b) For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Additional Terms
In the event an award is made to an offeror, the resulting contract shall not depart from this document unless agreed to in writing by DCSD and the successful offeror. DCSD shall not be bound by additional terms and conditions and/or extraneous language added to this document by offerors.

ALL SOLICITATIONS ISSUED BY DCSD ARE ADVERTISED IN THE LEGAL SECTION OF THE CHAMPION NEWSPAPER, (404) 373-7779, POSTED ON THE DCSD IONWAVE WEBSITE, AND POSTED IN THE TEAM GEORGIA MARKETPLACE'S GEORGIA PROCUREMENT REGISTRY. *Offerors are solely responsible to review and make themselves aware of DCSD solicitations posted on the following website:*

https://dekalbschoolsga.ionwave.net

PART I
BACKGROUND AND INFORMATION

A. Objectives

The DeKalb County School District (DCSD) is seeking bids from qualified bidders with professional qualifications, technical competence, and specialized experience to provide Computer Devices, Accessories, and Associated Services as outlined in the scope of work in Part III of this ITB.

Awarded bidder shall provide services in accordance with the specifications, requirements and terms and conditions stated herein. Services shall include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, all other cost and charges, and all things and services necessary to provide in accordance with the requirements of this ITB. There shall be no add-on charges of any kind. DCSD reserves the right to make multiple awards.

B. General Information

DCSD is a metropolitan Atlanta public school system organized and existing under the Constitution and laws of the State of Georgia. DCSD is located in the fourth largest county in Georgia. DeKalb County is one of the most culturally diverse counties in the nation. DCSD has a student enrollment of approximately 93,000 students in pre-kindergarten through grade 12. With 139 schools and centers, DCSD educates the third largest pre-kindergarten through grade 12 student population in the State of Georgia. DCSD is the second largest employer in DeKalb County with approximately 14,000 employees.

DCSD is dedicated to giving every student the best possible education through an intensive core curriculum and specialized, challenging instructional and career programs. DCSD is striving to become the premier K-12 school system of choice and desires to significantly improve leadership, teaching, and student learning to fulfill its mission as an organization for public education.

DCSD includes approximately:

- 77 Elementary Schools
- 19 Middle Schools
- 22 High Schools
- 8 Start-up Charter Schools
- 12 Specialized Learning Centers
- 6 Administrative Centers, and
- 5 Athletic Stadiums

DCSD's wide-area network connects instruction and administration sites to deliver technology and learning tools to every child. The main administrative offices are located at 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia 30083. DCSD is governed by a seven-member Board of Education.

C. Procurement Process

The procurement will be on a formally advertised basis. Bidders must be responsive to all aspects of this ITB.

D. Addenda

It is the responsibility of bidders to frequently check for any addenda, questions, and answers posted on the Purchasing Bulletin Board on the DCSD website. Failure on the part of bidders to make themselves aware of and comply with addenda requirements will not relieve them of this obligation.
All posted addenda must be printed, signed by the bidder, and included in the bidder's ITB submission. Click on the following link to the Purchasing Bulletin Board: ***https://dekalbschoolsga.ionwave.net***

E. Bidder Contact Person

The assigned contact person for bidders is Fred Christopher, Procurement Manager III-Non-Capital and can be reached at (678) 676-0217 or by email at ***solicitationquestions@dekabschoolsga.org.***

F. Prohibited Contact(s)

Except with the consent of the bid contact person, all bidders, including any persons affiliated with or in any way related to the bidder, are strictly prohibited from contacting DeKalb County Board of Education members and DCSD employees or consultants on any matter having to do in any aspect with this ITB between the time an invitation to bid is formally released and a recommendation is made by the administration to the Board, other than as provided herein. **Communication with anyone other than the bid contact person regarding any portion of this ITB can result in the violating bidder being disqualified.**

Furthermore, no employee, officer, or agent of the DeKalb County Board of Education or DCSD may participate in the selection, award or administration of a contract if he or she has a real or apparent conflict of interest.

Board Member Communication with Prospective Vendors

Vendors shall not contact Board members individually for the purpose of soliciting a purchase or contract between the time a request for proposal is formally released and a recommendation is made by the administration to the Board. If a vendor violates this prohibition during this timeframe, consideration for the vendor for award shall be invalidated. Board members shall be notified of possible violations and actions taken.

G. Optional Virtual Pre-Bid Conference

An **optional virtual pre-bid conference** will be held via Microsoft Teams at **11:00 PM EST on Tuesday, November 19, 2024.** Prospective offerors must provide the following information by **5:00 PM EST, on Monday, November 18, 2024**:

Name and Title
Company Name
Telephone Number
Email Address

This information must be sent to ***solicitationquestions@dekalbschoolsga.org.*** Please enter "**Optional Virtual Pre-Bid Conference – ITB 25-599 Computer Devices, Accessories, and Associated Services**" in the subject line of your email. An invitation will be sent via Microsoft Teams to those providing the above information no later than **Tuesday, November 19, 2024, by 1:00 PM EST.**

H. Bid Submission Deadline

All potential bidders must register as a vendor at https://dekalbschoolsga.ionwave.net.

Bids in response to this ITB must be received electronically via IonWave no later than **2:00 PM EST, Thursday, December 12, 2024.** Bids received after the stated deadline will not be considered.

I. Virtual Public Bid Opening

The public bid opening will be held virtually through **Microsoft Teams on Thursday, December 12, 2024, at 3:00 PM EST**. Those who would like to attend the virtual public bid opening, please register no later **than Wednesday, December 11, 2024, by 5:00 PM EST**, by sending an email to ***solicitationquestions@dekalbschoolsga.org***.

Please enter "**Public Bid Opening -ITB 25-599 Computer Devices, Accessories, and Associated Services**" in the subject line of your email. An invitation will be sent via Microsoft Teams to those participants no later than **Thursday, December 12, 2024, by 2:30 PM EST.**

J. Questions and Answers

It is intended that this **ITB** be adequate for any bidder to respond to DCSD's requirements. However, should bidders have questions, all questions shall be submitted electronically to: ***https://dekalbschoolsga.ionwave.net.***

Questions submitted to any other mailbox, voice mail or e-mail address will not be considered for response. The deadline to submit questions is **Friday, November 22, 2024, 12:00 PM EST.** Questions received after the deadline will not be considered.

All questions received by the deadline shall be answered in writing and both the questions and answers will be posted to the following website ***https://dekalbschoolsga.ionwave.net*** on or before **Wednesday, December 4, 2024, 4:30 PM EST.** Responses to questions will not be posted on official DCSD holidays.

PART II
GENERAL REQUIREMENTS

A. Bidder Performance

The successful bidder is required to perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of this Invitation to Bid. Specifications contained herein and in the successful response will become contractual obligations, if an award ensues. Failure of the bidder to fully perform these obligations may result in cancellation of the award and contract.

DCSD will look to the bidder and his/her identified personnel to coordinate and deliver the services described in this Invitation to Bid. The services shall not be delegated to sub- bidders or assigned to any third party.

B. Bidder Internal Coordination

DCSD will look to the bidder as having "one corporate face" and will expect the bidder to coordinate, bid and deliver those products and services best able to meet the identified needs of DCSD without DCSD's involvement in subcontractor arrangements. The terms and provisions in this bid and any subsequent contract shall bind the bidder. Nothing contained herein shall create any contractual relationship between any subcontractor and DCSD. The primary bidder will be responsible for the supervision and conduct of any subcontractors assigned to this project. Purchase order(s) will be issued to the successful bidder only.

C. News Release

Any news release or publicity pertaining to any phase of this project must be cleared through the DCSD Executive Director of Communications.

D. Non-Discrimination

DCSD does not discriminate based on race, color, religion, sex, national origin, age, or disability in any of its employment practices, education programs, services or activities.

DCSD supports an open, fair, and impartial free-market system which maximizes competition and seeks to include all responsible businesses and to provide ample opportunities for business growth and development. Minority businesses are encouraged and given the opportunity to bid on various projects; however, all responses will be evaluated on the same criteria. It is not the intention or desire of DCSD to restrict or impede competition, nor to increase the cost of the work.

E. Drug-Free Workplace

By submission of a response to this ITB, the bidder certifies that he/she and his/her employees shall not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or drugs during the performance of the contract.

F. Smoke-Free Workplace

By submission of a response to this ITB, the bidder certifies that he/she and his/her employees shall not use tobacco products on DCSD property at any time during the performance of this contract.

G. Background Checks

A criminal background check must be performed on all contractors, consultants, subcontractors, volunteers and vendors (hereinafter jointly referred to as "Individuals") who provide services on DCSD premises, supervise services on DCSD premises, or has contact with students. These Individuals shall undergo the same criminal background check, within the last 365 days, as required by DCSD employees. Such background checks will be performed by DCSD at the expense of the Individual at a cost of $45.00 per individual.

Additionally, any charges against the Individual, may be deemed unacceptable in DCSD's sole discretion regardless of whether dismissed, expunged, sealed, removed from the record, treated as a "first offender" or dead docketed. Upon receipt and evaluation of DCSD's background check results, DCSD may demand that the Individual have no contact with DCSD students or parents or provide services to DCSD premises.

Any failure of the contractor to obtain a criminal records background check through DCSD, as stated herein, may result in termination of any resulting contract between contractor and DCSD.

H. Costs Incurred

DCSD is not liable for any costs incurred by an bidder in preparing and/or submitting a response to this ITB or for any interview if requested. Any and all costs incurred by the bidder in preparing and/or submitting a response to this ITB and interviewing with DCSD (if requested) shall be the sole responsibility of the bidder and shall not be reimbursed by DCSD.

There is no guarantee of any bidder receiving an award as a result of submitting a response to this ITB.

I. Rebates And Special Promotions

The successful vendors(s) shall pass on all rebates and special promotions offered by the manufacturer during the term of the contract to DCSD. It shall be the responsibility of the vendor to notify DCSD of such rebates and/or special promotions during the contract period. The vendor(s) shall offer special promotions provided that the new price charged is for the item(s) is/are lower than what would otherwise be available through the contract. It is understood that these special promotions may be of limited duration by the vendor(s). At the end of such promotion, the standard contract price shall prevail.

J. Insurance

Certificate of Insurance and/or ACORD Form is required with solicitation submittal and required upon award. Upload this documentation under the Response Attachment tab via IonWave titled "Certificate of Insurance".

The DCSD Director of Risk Management sets insurance and indemnification requirements for each Solicitation.

Certificate of Insurance / Accord Form is required with solicitation submittal upon award. **Provision of Certificate of Insurance is a mandatory requirement.** Proposals submitted with certificates of insurance will be considered conditionally responsive to the insurance and indemnification requirement. Final award of this **ITB** will be contingent upon receipt within six (6) business days of request for insurance documentation complete with the following requirements and fully acceptable to the DCSD Risk Manager. No work will commence / no purchases will be made without the written statement of approval of insurance coverage from the DCSD Risk Manager. In the event the awarded offeror cannot produce insurance coverage acceptable to the Risk Manager within the time provided, DCSD reserves the right to award this solicitation to the first runner-up.

(1) The successful Offeror shall procure and maintain throughout the term of this agreement a policy or policies of insurance providing coverage as set forth below that shall protect the offeror and the Indemnitees (as defined in Part II, Section I of this **ITB**) from any claims for bodily injury, property damage, or personal injury which may arise out of offeror's operations under this agreement. The foregoing policies shall be obtained from insurance companies approved to do business in the State of Georgia and companies acceptable to DCSD. Offeror shall procure the insurance policy(ies) at the offeror's own expense and shall furnish to DCSD a certificate of insurance containing the following:

(a) Name and address of authorized agent;
(b) Name and address of insured;
(c) Name of insurance company;
(d) Description of coverage in standard terminology;
(e) Policy period;
(f) Policy Number;
(g) Limits of liability;
(h) Name and address of certificate holder;

(i) Acknowledgment to the DCSD of notice of expiration or cancellation;
(j) Signature of authorized agent;
(k) Telephone number of authorized agent; and
(l) Details of policy exclusions applicable to this agreement in comments section of insurance certificate.

All certificates evidencing primary and excess layers shall be renewed and kept current and up to date on an annual basis.

(2) Offeror is required to maintain the following insurance coverage during the term of this agreement:

(a) Workers Compensation Insurance in the amounts of the statutory limits established by The General Assembly of the State of Georgia. Offeror shall have the ability to self-insure its required workers' compensation coverage if offeror is an approved self-insurer in the State of Georgia.

(b) Commercial General Liability Policy, or equivalent coverage, to include products and completed operations liability and contractual liability. The Commercial General Liability Policy shall have dollar limits sufficient to insure that there is no gap in coverage between this policy and any excess or Commercial Umbrella Policy described below.

(c) Automobile Liability Policy to include but not be limited to liability coverage on any owned, non-owned and hired vehicle used by offeror or offeror's personnel in the performance of this agreement. The Comprehensive Automobile Policy shall have dollar limits sufficient to insure that there is no gap in coverage between this policy and the excess or Commercial Umbrella Policy required under this agreement.

(d) Commercial Umbrella or Excess Liability Policy, which must provide the same or broader coverage than those provided for in the above Comprehensive General Liability and Business Auto Policies. Policy limits for the Commercial Umbrella or Excess Liability Policy shall have an annual occurrence and annual aggregate limit not less than $2,000,000 per claim.

(e) Professional Liability or Errors & Omissions coverage with limits not less than $2,000,000 per claim/$2,000,000 aggregate. The deductible shall not exceed $10,000 per claim.

(f) Under all coverage and certificates required hereunder, policies shall or be endorsed to include the following terms and conditions:

(i) All policies and coverage shall be on an "occurrence" not "claims made" basis (excepting (e) above)

(ii) The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed, allowed to lapse for any reason until at least thirty (30) days prior written notice has been given to DCSD.

(iii) Shall waive all right of subrogation against Indemnitees (as defined in Part II, Section I of this ITB) for losses arising out of this agreement.

(iv) A severability of interest or cross liability clause or endorsement applies to commercial general liability and excess liability policies.

(v) Certificates of Insurance showing such coverage to be in force shall be filed with DCSD prior to commencement or continuation of any work under this agreement.

(vi) All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

(g) Under coverage and certificates required under Sections 2(a), 2(b), (c), and (d) above, policies shall be endorsed to include the following terms and conditions:

(i) Minimum limits of $1,000,000 per occurrence $2,000,000 in the annual aggregate.
Primary limits of coverage in the amount of $1,000,000 per occurrence must be with insurers approved to conduct business in the State of Georgia. Excess or umbrella liability insurance may be placed with any insurer submitted by offeror, including captive or self-insured programs, with the prior written approval of DCSD.

(ii) Contractual liability coverage, specifically referencing this agreement and its Indemnity applies to liability assumed by the named insured.

(iii) Shall include Indemnitees as additional insured except on coverages (2) (a) and (2)(e).

(iv) Shall waive all right of subrogation against Indemnitees (as defined in Part II, Section I of this **ITB**) for losses arising out of this agreement.

(v) A severability of interest or cross liability clause or endorsement applies to commercial general liability and excess liability policies.

(vi) Shall be primary and not excess to any other coverage provided by or available to the Indemnitees (as defined in Part II, Section H of this **ITB**).

(h) Offeror shall require any and all subofferors performing work under this agreement to carry insurance of the types and with limits of liability as offeror shall deem appropriate and adequate for the work being performed. However, the obligations of the offeror to the Indemnitees assumed in Sections of Indemnification, and Insurance shall not be reduced or diminished by the standards set for the subofferors. Further, offeror agrees that their obligations to indemnify and insure the Indemnitees shall pertain to all losses arising out of the subofferor's acts or negligence in the same manner and to the same extent as if committed by the offeror. Offeror shall obtain and make available for inspection by DCSD, current certificates of insurance evidencing insurance coverage by such subofferors.

K. Indemnification

1) The successful offeror shall indemnify, defend, and hold harmless the DeKalb County School Board, the DeKalb County School District, DCSD, and their officials, officers, employees, agents, volunteers, and assigns (all of whom may collectively be referred to as "Indemnitees" throughout this **ITB**), from any and all claims, demands, suits, actions, legal or administrative proceedings, losses, liabilities, costs, interest, and damages of every kind and description, including any attorneys' fees and/or litigation and investigative expenses, for bodily injury, personal injury, (including but not limited to offeror's employees), or loss or destruction of property (including loss of use, damage or destruction of DCSD owned property) to the extent that any such claim or suit was caused by, arose out of, or contributed to, in whole or in part, by reason of any act, omission, professional error, fault, mistake, or negligence whether active, passive or imputed, of the offeror its employees, agents, representatives, or their employees, agents, or representatives in connection with or incidental to offeror's performance of the agreed-upon services regardless of whether such liability, claim, damage, loss, cost or expense is caused in part by an Indemnitee.

2) The successful offeror shall also indemnify, defend, and hold harmless the Indemnitees from any and all costs, expenses, claims, demands, rights, liabilities and causes of action inuring to offeror from events over which the Indemnitees exercise no control, such as Acts of God, strikes or government restrictions.

Offeror's obligation to indemnify any Indemnitee shall survive the completion, expiration, or termination of offeror's agreed-upon services for any reason.

L. *Illegal Immigration Reform and Enforcement Act of*

Upload this documentation under the Response Attachment tab via IonWave titled "IMMIGRATION SECURITY DOCUMENTATION".

The Illegal Immigration Reform and Enforcement Act of 2011 applies to and is a requirement for all DeKalb County School District solicitations for physical performance of services (i.e., public works contracts). **The Illegal Immigration Reform and Enforcement Act of 2011 does not apply to solicitations for items, commodities and products.**

Bidders must complete and/or have their subcontractors complete the following forms:

1) Immigration and Security Certification
2) Offeror E-Verify Affidavit
3) Contractor Affidavit (Contractor Only)
4) Subcontractor Affidavit (Subcontractor Only); and
5) Sub-Subcontractor Affidavit (Sub-Subcontractor Only)

The Immigration and Security Certification, the Offeror E-Verify Affidavit, the Contractor Affidavit, Subcontractor Affidavit and the Sub-Subcontractor Affidavit must be completed, notarized and submitted with your bid response.

I acknowledge the Illegal Immigration Reform and Enforcement Act of 2011 requirements for service providers and confirm by my signature below that the Immigration and Security Certification, the Contractor Affidavit, the Subcontractor Affidavit and the Sub-Subcontractor Affidavit are each completed, notarized and made a part of this solicitation response package. I also acknowledge that all items or services furnished to DCSD must comply with applicable federal and state immigration laws, and regulation.

_____Please check here if the Illegal Immigration and Reform Act of 2011 **does not** apply to your solicitation, because it is one for items, commodities, or products. If this does not apply to any portion of the solicitation, then the Offeror is not required to complete the Contractor Affidavit, the Subcontractor Affidavit and the Sub-Subcontractor Affidavit (reference Attachment page).

M. *Price Provisions*

In the event DCSD determines that outsourcing these services are in its best interest, with the approval of the DeKalb County Board of Education, the successful bidder will be notified in writing. A contract confirming firm fixed price and other terms shall be signed by the parties. **Services will begin on or about February 2025. The initial contract duration shall be through June 30, 2025.** The contract may contain **four (4) 1- year extension options** contingent upon DCSD's offer of such extension, the successful bidder's acceptance and the approval of the DeKalb County Board of Education to extend the contract. The contract is subject to the approval of the DeKalb County Board of Education and to fiscal year funding limitations. The contract price must be held firm for the entire term of the contract. Only one (1) price change will be allowed during any 12-month period and shall be effective **at the renewal/extension anniversary**, commencing with **July 1, 2025** (the extension/renewal date) on any individual product or service included in this bid.

DCSD reserves the right to terminate any resulting contract for convenience. In the event of contract termination by DCSD, the DCSD will be responsible only for those services and deliverables that have been received and accepted. Any cancellation for convenience by DCSD shall be effective three (3) business days after receipt of the Notice of Cancellation for convenience from DCSD by the bidder. Non-performance of contract terms shall give sufficient cause for DCSD to cancel the contract. Non-performance shall be construed to include, but is not limited to, failure of the bidder to deliver equipment or perform services in the time specified or in the manner required.

N. ***Permits and Applicable Laws***

By submitting a bid, bidder acknowledges its acceptance of the ITB specifications and the contract terms and conditions without change except as otherwise expressly stated in the submitted bid.
If a bidder takes exception to a contract term or provision, the offeror must state the reason for the exception and state the specific contract language it proposes to include in place of the provision. Any exceptions to the contract must be submitted as an attachment to the bidder's response. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements specified in the ITB.

Bidders shall at their own expense obtain all necessary permits, certifications, and licenses and shall comply with all applicable local, state, and federal laws, ordinances, rules, and regulations necessary to the full execution of the requirements stated herein. Bidders shall maintain all such permits, licenses, certifications, and compliances in a current status throughout the course of the contract. Bidders shall submit copies of permits, licenses, and certifications evidencing proof of the aforementioned immediately upon request of DCSD. Bidders shall be in compliance with registration with the Georgia Secretary of State's office as applicable.

*O. **Infringement***

Bidder shall fully indemnify Indemnitees against any claims of infringement of any patent, copyright, trade secret, trademark, or other intellectual property rights related to the bidder's response to this ITB or services performed upon contract award. Bidder's obligation to indemnify any Indemnitee shall survive the completion, expiration, or termination of bidder's agreed-upon services for any reason.

*P. **Ownership Rights***

DCSD shall retain ownership rights to the contents of all documents, supporting literature, and data submitted by bidders to this ITB.

*Q. **Non-Collusion***

Upload this documentation under the Response Attachment tab via IonWave titled "NON-COLLUSION"

Bidders shall fully certify that they, as individuals or as officials of a business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this ITB. Further, bidders guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

*R. **Conflict of Interest***

Upload this documentation under the Response Attachment tab via IonWave titled "Conflict of Interest".

Bidder shall use its best efforts to disclose with their proposal the name of any officer, director, or agent who also is a DCSD employee, agent, representative, contractor, immediate family member (spouse, child, sibling, or parent or the spouse of a child, sibling or parent) or DeKalb County Board of Education member. Bidders shall also disclose the name of any DCSD employee, agent, representative, contractor, immediate family member or board member who owns, directly or indirectly, an interest in five percent or more in the Bidder's company or any of its branches. In the event the Bidder was aware of a conflict of interest prior to the award of the contract and did not disclose the conflict DCSD may, at its discretion, terminate the contract for default. The Bidder further agrees that, if after award, a conflict of interest is discovered, an immediate and full disclosure in writing must be made to the **DCSD Vendor Services- Procurement Department** which must include a description of the action which the Bidder has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, DCSD may, at its discretion, cancel the contract. Bidders shall certify that their response to this **ITB** is impartial, at arms-length, and free of any conflict of interest at this time, unfair advantage, or personal benefit to any DCSD official.

S. Financial Stability

Upload this documentation under the Response Attachment tab via IonWave titled "FINANCIAL STATEMENTS".

1. Bidders shall provide a copy of their company's audited financial statements for the previous two (2) years – 2022 and 2023. A certified audit is preferred however, an offeror's 2022 and 2023 tax returns and balance sheets will be accepted.
2. Indicate here if your company is publicly traded or not publicly traded:
   My company is publicly traded. _____/
   My company is not publicly traded. _____/
3. If your company is a publicly traded company, provide a copy of your company's annual report for the previous two (2) years – 2022 and 2023.
4. List all civil and criminal proceedings your company has been the subject of, or named a party in, and provide the outcome of those proceedings. This list should include any lawsuits, administrative actions, or litigation to which your company is currently a party or has been a party. Please explain the basis for all claims, your response to those claims and state whether a settlement was reached, or a judgment entered.
5. State whether your company, or any affiliate currently or previously associated with your company, has ever filed a petition in bankruptcy, taken any actions with respect to insolvency, reorganization, receivership, moratoriums or assignment for the benefit of creditors, or otherwise sought relief from creditors.
6. State whether your company was the subject of any order, judgment or decree not subsequently reversed, suspended or vacated by any court permanently enjoining your company from engaging in any type of business practice.

T. No Obligation/No Order(s) Guaranteed/Cost to Bid

The contract will be awarded to the lowest responsive and responsible bidder meeting the specifications within this Invitation to Bid if the appropriate funds are available and the contract is approved by the DeKalb County Board of Education. The acquisition of any program, product, or element by bidders to satisfy any requirements of this Invitation to Bid is the sole responsibility of bidders. There is no guarantee that any bidder will receive an order as a result of a bid or request for quotation. Any/all costs incurred, including sample submission (if required) by the bidder in preparation and submission of this bid, including catalog mailing, are the sole responsibility of the bidder. Expenses incurred by the bidder will not be reimbursed by DCSD or become a reason for placing an order with the bidder.

U. *Confidentiality and Non-Disclosure*

Information made available to bidders by DCSD shall be used only for purposes related to responding to this ITB and shall not be used for any other purpose without the express written permission of DCSD.

Bidders to this ITB unequivocally agree to assume responsibility for protecting and safeguarding the confidentiality of DCSD records that are not public information. Such information may include but is not limited to student and human resource file contents.

V. Business License

Upload this documentation under the Response Attachment tab via IonWave titled "BUSINESS LICENSE".

Bidders shall submit with their bid, a copy of their valid company business license. If the bidder is a Georgia corporation, bidder shall submit a valid county or city business license. If the bidder is not a Georgia corporation, bidder shall submit a certificate of authority to transact business in the state of Georgia and a copy of their valid business license issued by their home jurisdiction. If bidder holds a professional certification which is licensed by the state of Georgia, bidder shall submit a copy of their valid professional license. Any license submitted in response to this requirement shall be maintained by the bidder for the duration of the contract.

W. Protest Process

This section describes the mandatory administrative procedure whereby Bidders submitting sealed competitive bids/proposals (hereinafter referred to as "bidders") to DCSD for proposals worth $100,000 or more may challenge the solicitation process, and whereby bidders on sealed competitive bids directly related to Vendor Services for proposals worth $100,000 or more, may challenge contract awards.

1. **Protests.** A bidder may file a written protest challenging DCSD's compliance with applicable procurement procedures subject to the bidder's compliance with the provisions outlined below. Any such written protest will be resolved in accordance with these provisions:

a) appropriate identification of the solicitation;
b) a statement of reasons for the protest;
c) supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time (in which case the Bidder must proceed to file the protest during the filing period identified below but state the expected availability of the material); and the desired remedy.

2. **Types of Challenges.** Any bidder interested in and capable of responding to a competitive solicitation may file a protest with respect to the competitive solicitation process including, but not limited to, a challenge to specifications or any events or facts arising during the solicitation process. Any bidder submitting a timely bid/proposal in response to a competitive solicitation may file a protest with respect to DCSD's intended or actual contract award including, but not limited to, events or facts arising during the evaluation and/or negotiation process.

3. **Form of Protest**. At a minimum, the written protest must include the following:

a) the name and address of the protestor;
b) appropriate identification of the solicitation;
c) a statement of reasons for the protest;
d) supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time (in which case the Bidder must proceed to file the protest during the filing period identified below but state the expected availability of the material); and the desired remedy.

DCSD, at its discretion, may deem issues not raised in the initial protest as waived with prejudice by the protesting Bidder.

4. **Filing Protests.** A protest is considered to be properly filed when it is in writing, signed by a company officer authorized to sign contracts on behalf of the Bidder, and is received by the Vendor Services. The protest may be sent by any of the following means:

MAIL: Attention: Carla Smith, *Executive Director*
DeKalb County School District
Vendor Services
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083
Email: *solicitationquestions@dekalbschoolsga.org*

The Bidder must observe the following deadlines when filing a protest:

Type of Protest	Protest Filing Deadline
Challenge to Competitive Solicitation Process	Two (2) business days prior to the closing date and time of the solicitation as identified on the Invitation to Bid.
Challenge to an Intended or Actual Contract Award	In the event DCSD posts a Notice of Intent to Award ("NOIA"), the protest must be filed within ten (10) calendar days of the date the NOIA is posted.
	In the event DCSD does not post a NOIA, the protest must be filed within ten (10) calendar days of the date the Notice of Award ("NOA") is posted.

If a bidder fails to file a protest by the applicable deadline, such failure shall be deemed as a waiver with prejudice of any grounds the bidder may have for protest.

5. **Stay of procurement during protest review.**
When a protest challenging the competitive solicitation process has been timely filed at least two (2) business days prior to the closing date and time, the solicitation shall not close until a final decision resolving the protest has been issued, unless the facilities management department makes a written determination that the closing of the solicitation without delay is necessary to protect the interests of DCSD.

When a protest challenging an intended contract award has been timely filed, DCSD shall not proceed to actual contract award unless the **Vendor Services Department** makes a written determination that the issuance of a contract or performance of the contract without delay is necessary to protect the interests of DCSD. If it is determined that it is necessary to proceed with contract performance without delay, the bidder/Offeror with this contingent contract may proceed with performance and receive payment for work performed in strict accordance with the terms of the contract. The provisions of this paragraph are not applicable to a protest pertaining to events or facts arising during the solicitation process.

6. **Protest Resolution.**
The Vendor Services Department shall review and issue a written decision on the protest within seven (7) business days. This decision shall be deemed final. Available remedies for sustained protests are as follows:

- If a protest is sustained prior to the closing date and time of the solicitation, available remedies may include, but are not limited to, the following: modification of the solicitation document including, but not limited to, specifications and terms and conditions; extension of the solicitation closing date and time (as appropriate); and cancellation of the solicitation.
- If a protest of the intended/actual contract award is sustained, available remedies may include but are not limited to, the following: revision or cancellation of the NOIA/NOA, re-evaluation and re-award, or re-solicitation with appropriate changes to the new solicitation.

7. Costs
In no event shall a bidder be entitled to recover any costs incurred in connection with the solicitation or protest process, including, but not limited to, the costs of preparing a bid/proposal, the costs of participating in the protest process, or any attorney fees.

PART III
SCOPE OF WORK

A. Purpose/Project Overview

The DeKalb County School District (DCSD) is seeking bids from qualified vendors to provide computer devices, accessories, and associated services throughout the District as outlined in the scope of work below. The purpose and intent of this ITB is to establish a term contract to purchase computer devices and services to support the DCSD DIIT Department. Awarded bidder shall provide devices and services in accordance with the specifications, requirements and terms and conditions stated herein.

The work to be done under this contract includes, but is not limited to; providing all labor, materials, supervision, equipment, incidentals, all related items, services, and all things necessary to complete the work in accordance with the specifications contained herein. No work within the scope of this contract shall be done without a valid purchase order. Any and all additional work or service required must be submitted in the form of an **estimate** to the DCSD DIIT Department.

Awarded bidder shall provide equipment and services in accordance with the scope of work, requirements and terms and conditions stated herein. Services shall include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, all other cost and charges, and all things and services necessary and in accordance with the requirements of this ITB. There shall be no add-on charges of any kind.

DCSD reserves the right to make multiple awards.

Award(s) will be made to the lowest responsive and responsible bidder(s) meeting all specifications and requirements. The bidder(s) who submits the lowest price, whose bid meets the specifications, terms, and conditions set forth in the Invitation to Bid, and who is clearly capable of delivering the product(s) or service(s) specified, will be recommended to the Board for approval.

The DCSD reserves the right to accept or reject any part of a submitted bid, to accept the entire bid from one bidder, to accept portions of the bid from several bidders, or to reject all bids submitted or waive any minor irregularity. DCSD, at its discretion, determines the process whereby bids are awarded. No damages shall be recoverable by any challenger as a result of these determinations or decisions by DCSD.

B. Project Scope of Work

The DeKalb County School District (DCSD) requests bids from qualified offerors for computer devices and accessories including but not limited to administrative and instructional Chromebooks, laptops, laptop carts, desktops, and associated services in accordance with the specifications, terms and conditions stated herein. Bidders shall provide pricing that includes storage, warehousing, delivery, shipping, imaging, engraving, inside delivery, on-site installation, training, activation, configuration/testing, acceptance, all paperwork (including asset tagging, etc.) and all things necessary for the provision of Chromebooks, laptops, laptop carts, desktops, and associated services.

1. Pricing

Pricing shall be broken down into three (3) categories:

Category 1: Line Item Purchases – Line item purchases will be made on an as needed basis. All pricing in this category shall include:

- Imaging of each device/workstation (Master image will be supplied by DCSD).
- Delivery and installation which includes but is not limited to the set up of all PC components and complete configuration as specified by DCSD (subject to modification at the discretion of DCSD), removal of all packing materials from DCSD property, complete all DCSD paperwork including barcoding. Please refer to **Attachment B-1** for a more extensive list of delivery and installation requirements.
- All purchases in this category shall meet all requirements listed in **Attachments B-1 – B-4.**

Category 2: Relocation/Warehousing – Relocation/Warehousing will consist of the following:

- Removal and re-installation of any DCSD computers (existing and new) including all locking devices, cables, speakers, keyboards and mice without offeror storage, within the DCSD facility. **(Price per system)**
- Removal and re-installation of DCSD computers including all locking devices, cables, speakers, keyboards and mice without offeror storage, between facilities. **(Price per system)**
- Removal and re-installation of DCSD computers including all locking devices, cables, speakers, keyboards and mice with offeror storage (after 90-day free storage included) per month. **(Price per system)**
- Storage cost per month **(Price per system)**
- Pricing shall include adds, moves and changes (run rate) which requires equipment to be distributed as needed to DCSD staff and students. The offeror is required to store up to 200 computers at no cost.

Category 3: Catalog Discount – Items not specified in Category 1, will be priced based on a set catalog discount per manufacturer. The purchases made from Category 3 must meet the same requirements as stated in Category 1. Only those bidders receiving an award for at least one item in Category 1 and responding in full to Category 2 will receive award for Category 3. Bidders only responding to Category 3 will not be considered.

DCSD reserves the right to award items to multiple vendors.

2. Service and Support Requirements

Bidders shall meet the following service and support requirements at a minimum:

a. Ordering and Installation Requirements: Refer to **Attachment B-1**

b. Support Personnel Requirements: Refer to **Attachment B-2**

c. System Certification Requirements: Refer to **Attachment B-3**

d. Expressed Warranty Service Requirements: Refer to **Attachment B-4**

C. References Upload this document under the Response Attachment tab via IonWave titled "References".

Bidder must provide the names and contact phone numbers of at least three **(3)** current clients, preferably clients comparable to DCSD, for whom the bidder is providing or has provided comparable services. Bidder's Reference Form, **References will be contacted.**

D. Brochures, Catalogs, Manuals, Websites, Literature

In addition to the formal response to this ITB, all bidders are encouraged to submit brochures, catalogs, manuals, website materials, industry literature, and any other marketing and informational media which will support and enhance their submission value.

E. REQUIRED CONTENT / DOCUMENT CHECKLIST

All potential respondents must register as a vendor at https://dekalbschoolsga.ionwave.net.

IMPORTANT NOTICE: Submittals to this solicitation will be received electronically on the DeKalb County School District website at ***https://dekalbschoolsga.ionwave.net***.

IonWave will not accept a bid submission without the required documents listed below. Failure to upload the required information and/or documentation required in this solicitation may cause the submission to be declared non-responsive and rejected.

All ITB submissions must include the following items and attachments:

- ITB Document – ITB 25-599 Computer Devices, Accessories, and Associated Services **(Upload Required)**
- Audited Company Financial Statements/Company Annual Reports for 2022 and 2023 **(Upload Required)**
- Business License **(Upload Required)**
- Certificate of Insurance **(Upload Required)**
- Attachment A – Bid Form **(Upload Required)**
- Attachment A-1 – Bid Form **(Upload Required)**
- Attachment B-1 – Ordering and Installation Requirements Questionnaire **(Upload Required)**
- Attachment B-2 – Support Personnel Requirements Questionnaire **(Upload Required)**
- Attachment B-3 – System Certification Requirements Questionnaire **(Upload Required)**
- Attachment B-4 – Expressed Warranty Service Requirements Questionnaire **(Upload Required)**
- Attachment C – Critical Paragraphs **(Upload Required)**
- Attachment D- Bidder's Client Reference Form **(Upload Required)**
- Attachment E – Statement of Confidentiality and Non-Disclosure **(Upload Required)**
- Attachment F- Suspension and Debarment **(Upload Required)**
- Attachment G– Conflict of Interest **(Upload Required)**
- Attachment H – Immigration & Security Certification **(Upload Required)**
- Attachment I- Non-Collusion **(Upload Required)**
- Attachment J – Signature Page **(Upload Required)**
- Brochures, manuals, websites, literature, and/or other marketing media
- Addenda – Each individual Addendum must be printed, signed, and uploaded (if applicable).

Attachment A

ITB 25-599
Computer Devices, Accessories and Associated Services
Bid Form

Bidder must provide costs to DCSD associated with the items and services requested in this ITB. Pricing must be submitted on the requested form and in the format requested. **Alterations to the bid form may result in the bid being deemed non-responsive and rejected.**

Pricing shall include all associated services in accordance with Part III Scope of Work of this ITB.

Pricing shall also include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, all other costs and charges necessary to perform the services requested in this ITB.

Bidders shall complete and upload Attachment A-1-Bid Form as part of submission.

** DCSD reserves the right to request and negotiate a "best and Final" response from Bidders. **
Complete the following:

Company Name

Authorized Company Representative Name (please print) Title

Authorized Company Representative Signature Date

Address

Phone

Email

Attachment B-1
ITB 25-599
Computer Devices, Accessories and Associated Services
Order and Installation Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
1	All purchase orders will be issued to the awarded offeror. No third-party purchase orders will be issued.		
2	DeKalb County School District (DCSD) requires the offeror to have adequate local warehouse space preferably in DeKalb County for short-term storage (up to 90 days at no cost to DCSD) for computers, laptops and other devices purchased from the offeror. The offeror will then deliver and install the items listed on the purchase order based on the schedule issued by DCSD. *Warehouse space needed will vary per project.		
3	Delivery of equipment shall be within twenty (20) business days of the offeror's receipt of purchase order(s).		
4	The offeror is responsible for notifying the contact's name listed on the purchase order (i.e., bookkeeper, project manager, etc.) of the estimated delivery and installation date, 3 business days **prior** to the delivery of equipment.		
5	Deliveries arriving without prior notification and confirmation will be rejected, and all return costs shall be the offeror's responsibility. No school deliveries are scheduled during testing or school closings unless authorized by DCSD. DCSD will provide the school calendar to the awarded offeror.		
6	Pricing for all items shall include: Shipping, imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing **On-site installation and configuration standards will be provided to the offeror.		

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
7	Shipping: Offeror shall not charge DCSD any freight or shipping charges on any orders.		
8	Imaging: a. The offeror shall notify DCSD of any proposed new manufacturer model upgrades/changes within 90 days before deployment. b. The offeror shall provide two evaluation units 30-60 days prior to a DCSD install for all model upgrades/changes for testing and acceptance. c. The offeror shall image computers as directed by DCSD at the offeror's warehouse.		
9	Engraving: a. The offeror shall engrave the DCSD Logo on the device. DCSD will provide the graphics file to be used. b. The computer workstations engraving area shall be on the non-removable side of the system. c. The engraving area for the laptop and portable PCs shall be on the top cover of the system.		
10	Inside Delivery: a. All equipment shall be delivered inside the required location per DCSD direction. b. There are no delivery docks available. c. The offeror shall follow DCSD guidelines and schedules. The schedule may revolve around student instructional times at no additional charge or fee to DCSD.		
11	On-site installation: a. The offeror shall remove equipment from the delivery truck or storage area b. The offeror shall unpack and assemble all components. c. The offeror shall transport the system to the designated workspace. d. The offeror shall test all components (CPU, monitor, DVD ROM, sound, network card, etc.) to verify that they are operational prior to affixing asset tag. See attached standards document e. The offeror shall affix asset tag and complete the DCSD inventory control paperwork at the installation site. f. The offeror shall provide DCSD an electronic version of the manufacturer reference materials for each site. g. The offeror shall remove all packing and manufacturer materials from DCSD property. h. The offeror shall not leave uninstalled equipment on-site unless authorized by DCSD contact (i.e., principal, bookkeeper, information technology technician, or project manager). i. The offeror is required to have an additional 1% or a minimum of three (3) whichever is greater, of delivery inventory available for out of box failures.		

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
12	Configuration/Testing All Computers: The offeror shall install the new system and ensure all functions are working properly and require no intervention from DCSD. Actions shall include at a minimum: a. Connect the monitors, keyboard, mouse and external cables to CPU and interactive board as necessary; b. Verify that the Windows OS is able to "boot"' correctly; c. Name and join computers to the Intune; d. Load print drivers for local printer and test printing; e. Configure network printers as required		
13	Warehousing (Computers stored in the local offeror's warehouse): a. The offer shall store equipment for up to 90 days at no cost to DCSD. b. The offer shall provide a local warehouse in DeKalb County or the metropolitan Atlanta area. c. The offer shall provide warehousing for DCSD computing devices at a bonded, insured and climate-controlled location.		
14	Relocation (Computers being relocated from site A to B or to a warehouse): Offeror shall perform the following steps before relocating DCSD computers: a. De-install computers and lock-down devices b. Individually shrink wrap each computer, monitor, peripherals, cables and printers per DCSD direction; c. Label equipment with to and from destinations; and d. Complete the required DCSD paperwork (C-50s).		
15	Dead on Arrival (DOA) a. Every computer shall be tested by the installer to ensure proper working order at the location of installation. b. If any computers are found to have major component defects, it is the offeror's responsibility to provide a new replacement unit during the installation. c. Repairs will not be accepted on DOAs. d. DOA units may not be recycled into DCSD inventory for bid fulfillment. e. DOA serial numbers shall be submitted to DCSD Project Management Office on the installation date.		

_____
Offeror Company Name

_____ _____
Company Representative Name /Signature Date

Attachment B-2
ITB 25-599
Computer Devices, Accessories and Associated Services
Support Personnel Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
1	The offeror shall provide 2 to 5 concurrent installation teams for each specified project as requested by DCSD. The installation team size will be determined by the offeror and DCSD based on project needs.		
2	The offeror shall provide experienced personnel to perform the installation services. DCSD requires a hardware certification and a minimum of two (2) years of experience. Additional certifications are acceptable. DCSD reserves the right to reject any team member. The offer shall include certifications for current personnel with the proposal. Copies of certifications are also required for this proposal. Therefore, copies of the certifications for future personnel must be submitted to the DCSD Project Management Office before assigning them to an installation team.		
3	The offeror's personnel working in DCSD facilities shall be bonded and insured by the offeror.		
4	DCSD requires a **local** Project Manager as the single point of contact from the awarded offeror to meet with DCSD staff weekly or as needed per DCSD. The primary function of the Project Manager will be to ensure all service delivery tasks are met for DCSD including the most efficient method of order placement, shipping, delivery, and installation. **Include Project Manager credentials with the proposal and an outline of the Project Management Process. Note* Project Manager assumes all responsibility for the project.**		
5	The offeror will assign an on-site project lead to manage all the installations and de-installation service activities. The project lead will ensure that all customer expectations are met and implement the services according to DCSD direction. The project lead should be the offeror's primary point of contact at a project site.		
6	All invoices must include the DCSD item description and the DCSD purchase order number. Invoices must be submitted without any shipping cost, taxes, or late fees.		
7	The offeror shall send invoices to the DCSD purchase order 'Ship To' address as well as		

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
	the 'Bill To' department.		
8	The offeror will need to assign a dedicated billing liaison able to resolve cost issues promptly.		
9	DCSD requires a monthly aging report to be sent to the IT Budget Specialist via email by the 5th of each month. Including PO numbers, Invoice dates; Invoice numbers and Invoice amounts.		
10	DCSD requires the invoice detail to match the details on the purchase order.		

_____
Offeror Company Name

_____ _____
Company Representative Name /Signature Date

Attachment B-3
ITB 25-599
Computer Devices, Accessories and Associated Services
System Certification Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	System Certification Requirements	Yes (Initials)	No (Initials)
1	The offer shall provide DCSD proof of Windows certifications for all computers for current and future makes and models submitted. Include certifications of current models with the proposal. Future certifications shall be sent to the DCSD Desktop Support.		
2	All systems shall be built in an **ISO 9004** 2018 certified facility with certification for the entire manufacturing process. **Certification must be included with proposal response.**		

_____
Offeror Company Name

_____ _____
Company Representative Name /Signature Date

Attachment B-4
ITB 25-599
Computer Devices, Accessories and Associated Services
Expressed Warranty Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
1	Pricing shall include a 3-year on-site manufacturer warranty for all components (i.e. CPU, monitor, keyboard, mouse, and other cards/peripherals included in purchase) including parts and labor. The complete cost of repair (parts and labor) shall be covered by the service agreement. The warranty service agreement period shall begin from the delivery/installation date and DCSD sign off date of the system.		
2	The offer shall provide repair and replacement of equipment as necessary up to the warranty expiration date. This provision shall extend until all warranty periods have expired.		
3	**LEMON CLAUSE: If** a system fails three times within twelve-months, during the three-year warranty period, an identical replacement unit shall be provided by the offeror at no cost to DCSD. Lemon systems shall never be returned to DCSD inventory. If 15% of a certain model experiences a manufacturer defect within the three-year warranty period, the offeror shall recall the specific model and provide a replacement model throughout DCSD.		
4	The offeror must be able to integrate with the DCSD ticketing system (Incident IQ/current system at time of proposal award) to receive, update and close work orders. DCSD Help Desk will report all warranty calls to the offeror via the DCSD ticketing system. The offeror shall use the call management system to retrieve work orders for hardware resolution.		
5	DCSD Information Technology (IT) Department has the right to open the computer case and install industry standard components without voiding the warranty during the service period. DCSD acknowledges that any items added by DCSD will not be covered by the warranty.		
6	The offeror must submit a document in "Plain English" outlining extended service agreement terms and conditions. This document should be worded so that the average individual can understand without interpretation by an attorney.		
7	Extended Service agreement work shall be coordinated through DCSD within the IT Department. The IT Department will assign service technicians to review all warranty work orders before forwarding them to the offeror. This will minimize the number of non-warranty **issues** reported as warranty claims.		

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
8	If DCSD is not already an Authorized Service Provider for the manufacturer's product, then the proposal response must include a provision for up to 20 DCSD technicians to receive formal training to become authorized service providers within six months of the award date.		
9	DCSD may choose to provide warranty service and receive an agreed upon maintenance fee or rebate for the performed services. The offer shall offer the training and certification exams must be offered at no cost to DCSD.		
10	DCSD requires access to a toll-free telephone number for DCSD technicians to speak directly with the manufacturer's technician.		
11	DCSD technicians must be able to request parts and services directly through higher-level manufacturer support for the system's life.		
12	All warranty parts are exchanged with packaging and pre-paid mailer supplied by the manufacturer.		
13	The offeror shall provide at least 1% at all times of a total order of complete system units at no additional cost to stock DCSD repair inventory. The delivery of the systems shall be scheduled each quarter at no charge.		
14	For the life of the devices, the manufacturer must provide a web-based interface to include, but not limited to software drivers, service history, system documentation, system specifications, and on-line ordering of parts.		
15	The offeror shall provide DCSD with an electronic file in Excel format that includes, but is not limited to the following information on a weekly basis unless specified otherwise: a. Product Name and Product Type b. Computer and monitor serial and model numbers and DCSD asset tags; c. Vendor Name; d. Manufacturer's Name; e. Service agreement start/end dates; f. Installation location and site ID (provided by DCSD); g. Purchase order numbers; h. Purchase Price; i. Installation/Delivery date; j. Funding Source; and k. Serial and asset tag numbers for all DOA components. Manufacturer and/or ship dates do not substitute for the installation/delivery system sign off dates.		
16	If a service call requires the replacement or restoration of a hard drive, the offeror must reload the appropriate current DCSD image and confirm complete operation of the unit as originally installed.		

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
17	The offeror shall affix DCSD asset tags to all required equipment as decided by DCSD under the DCSD Property Accounting Procedures and complete other required DCSD administrative paperwork on the actual installation day.		
18	Offeror shall provide DCSD notification for warranty equipment expiration at least 30 days before the expiration date.		

_____
Offeror Company Name

_____ _____
Company Representative Name /Signature Date

Attachment C
ITB 25-599
Computer Devices, Accessories and Associated Services
Critical Paragraphs

Offerors must put their initials in the space provided in front of each critical paragraph and sign below. Initials signify that the information has been read and the offeror agrees to comply with the requirement, stipulations, terms and conditions. Attach and label "Critical Paragraph."

1) ____ This ITB does not commit DCSD to any offeror to this ITB. DCSD is not liable for any costs incurred by an offeror in responding to this ITB. There is no guarantee of any offeror receiving an award or contract as a result of submitting a response to this ITB.

2) ____ Any news release or publicity pertaining to any phase of this ITB will be the responsibility of DCSD and must be cleared through DCSD's Department of Communications and Community Relations.

3) ____ It is the responsibility of offerors to make themselves aware of and to comply with any addenda, questions and answers posted to the DCSD website in relation to this ITB. All addenda must be printed, signed by the certifying official and included in the ITB submittals. Failure to do so will cause the offeror to be deemed non-responsive to the requirements of this ITB.

4) ____ Offerors to the ITB agree to fully indemnify DCSD as stated in the ITB.

5) ____ Offerors certify that they have not engaged in collusion and guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced or acted in any manner to result in restriction of trade or unfair advantage.

6) ____ The DCSD reserves the right to reject any and/or all responses submitted and to waive any technicalities or minor irregularities in responses received. DCSD reserves the right to award any resulting contract in the manner that is in the best interest of and most advantageous DCSD.

7) ____ Offeror understands that this solicitation requires Board of Education Approval.

Attachment D

ITB 25-599
Computer Devices, Accessories and Associated Services

Attach and label "Offeror's Client References."

BIDDER'S CLIENT REFERENCES

(Please copy this form and use one form per reference.)

Attach and label "Offeror's Client References."

_____
Company Name Providing Reference

_____
Address City/State/Zip

_____
Name of Contact Person

_____
Telephone Number of Contact Person

_____
Email Address of Contact Person

_____
Date/Duration of Service Relationship

Describe in Detail Services Provided (use additional sheets if necessary):

_____

_____

_____

Important! This is a vital part of your ITB submission. DCSD will verify client references. It is advisable that you inform your reference contact person that you have listed them for reference.

Attachment E
ITB 25-599
Computer Devices, Accessories and Associated Services
Statement of Confidentiality and Non-Disclosure

Any non-public information made available to the offeror by DCSD in relation to this ITB shall be used only for those purposes outlined in the ITB document and shall not be used in any other way without the written permission of the DCSD.

If the offeror is uncertain about the proposed use of information provided in relation to this ITB, the offeror shall consult with the DCSD ITB contact person as identified in the ITB document for clarification.

The offeror agrees to assume full responsibility for protecting the confidentiality of DCSD records that are not public information. Such information may include but is not limited to student and employee data and other written and oral information of a personal and/or confidential nature, which shall be safeguarded by the offeror to ensure that it is not improperly disclosed.

_____
Offeror Company Name

_____
Company Representative

_____
Date

Attachment F

ITB 25-599
Computer Devices, Accessories and Associated Services

SUSPENSION AND DEBARMENT CERTIFICATION

By submitting this ITB, the offeror certifies that the proposing company and/or its principals have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

Further, by submitting this ITB, the offeror certifies that all lower tier participating individuals and/or company(s) and all respective principals of lower tier participants have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

The certification placed herein is a material representation of fact upon which reliance will be placed as ITB submissions are evaluated and any transaction is entered into. If it is later determined that the prospective offeror has knowingly rendered an erroneous certification, the DCSD may pursue all available remedies, including but not limited to suspension and/or debarment.

The prospective offeror shall provide immediate written notice to the DCSD Purchasing Department if at any time the prospective offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The prospective offeror agrees by submitting this form that, should the proposed transaction be entered into, the prospective offeror shall not knowingly enter into any lower tier transaction with a person or entity that is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction.

By signing and submitting this form, the offeror is providing the certification set out above.

Signature of Engaging Official: _____ Date:_____

(Offeror Company Name/Certifying Official Signature)

Further, the DCSD's Purchasing Department will check the SAMS website at https://www.sams.gov/SAM/ to determine if the offeror is listed.

Attachment G
ITB 25-599
Computer Devices, Accessories and Associated Services
Conflict of Interest

Upload this documentation under the Response Attachment tab via IonWave titled "CONFLICT OF INTEREST"

Bidder shall use its best efforts to disclose with their proposal the name of any officer, director, or agent who also is a DCSD employee, agent, representative, contractor, immediate family member (spouse, child, sibling, or parent or the spouse of a child, sibling or parent) or DeKalb County Board of Education member. Bidders shall also disclose the name of any DCSD employee, agent, representative, contractor, immediate family member or board member who owns, directly or indirectly, an interest in five percent or more in the Bidder's company or any of its branches. In the event the Bidder was aware of a conflict of interest prior to the award of the contract and did not disclose the conflict DCSD may, at its discretion, terminate the contract for default. The Bidder further agrees that, if after award, a conflict of interest is discovered, an immediate and full disclosure in writing must be made to the DCSD Purchasing Department which must include a description of the action which the Bidder has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, DCSD may, at its discretion, cancel the contract. Bidders shall certify that their response to this Bid is impartial, at arms-length, and free of any conflict of interest at this time, unfair advantage, or personal benefit to any DCSD official.
Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

_____
Company Name/Certifying Official Signature

Date: _____

Attachment H
ITB 25-599
Computer Devices, Accessories and Associated Services

IMMIGRATION & SECURITY CERTIFICATION

If you are providing service, performing work or delivering goods to the DeKalb County Board of Education/DeKalb County School District including, but not limited to schools, warehouses and central offices, the applicable Georgia Security and Immigration Compliance documents found here must be completed, signed, notarized and submitted with your bid/proposal. Failure to provide this document with your bid/proposal will result in the disqualification of the bid/proposal.

1) Offeror/Bidder (the "Offeror") shall at all times comply with the Georgia Security and Immigration Compliance Act, as amended, O.C.G.A. § 13-10-90 et. Seq.

2) In order to insure compliance with the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603 and the Georgia Security and Immigration Compliance Act, as amended by the Illegal Immigration Reform Act of 2011, O.C.G.A. § 13-10-90 et. Seq. (collectively the "Act"), the Offeror **MUST INITIAL** the statement applicable to Offeror below:

(a) _____ **(Initial here)**: order to comply with the Act; is authorized to use and uses the federal authorization program under the federal work authorization user identification number issued on the date of authorization below; will continue to use the authorization program throughout the contract period; Offeror further warrants and agrees Offeror shall execute and return any and all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq. [Offerors who initial (a) must attach and return a signed, notarized Contractor Affidavit and Agreement with the Contract if awarded];

or

(b) _____ **(Initial here)**: Offeror warrants that he/she does not employ any other persons, and he/she does not intend to hire any employees or to perform the Contract. [Offerors who initial (b) must attach and return a signed, notarized Affidavit of Exception with the Contract if awarded];

or

3) I_____ **(Initial here)**: Offeror is an individual who is licensed pursuant to Title 26 or Title 43 or by the State Bar of Georgia and is in good standing when such contract is for services to be rendered by such individual and thus does not have to provide an affidavit.

4) _____ **(Initial here)** Offeror will not employ or contract with any subcontractor in connection with a covered contract unless the subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides Offeror with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

5) _____ **(Initial here)** Offeror agrees that, if Offeror employs or contracts with any sub-contractor in connection with the covered contract under the Act and DOL Rules 300-10-1- .01, et seq that Offeror will secure from each sub -contractor at the time of the contract the sub-contractor's name and address, the employee-number applicable to the sub-contractor, the date the authorization to use the federal work authorization program was granted to sub-contractor; the subcontractor's attestation of the subcontractor's compliance with the Act and Georgia Department of Labor Rule 300-10-1-.01, et seq.; and the subcontractor's agreement not to contract with sub-subcontractors unless the sub-subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides subcontractor with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

6) _____ **(Initial here) Offeror** agrees to provide the DeKalb County School District with all affidavits of compliance as required by O.C.G.A. § 13-10-90 et seq. and Georgia Department of Labor Rules 300-10-1-.01, et seq within five (5) business days of receipt.

_____ _____
Signature Date

_____ _____
EEV/Basic Pilot Program Date of Authorization
User Identification Number

Firm Name: _____

Street/Mailing Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Email Address: _____

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF_____, 20____

Notary Public:_____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Offeror E-Verify Affidavit

By executing this affidavit, the undersigned Offeror verifies its compliance with **Immigration Reform and Control Act of 1986 (IRCA), Pub.L. 99-603**, stating affirmatively that the individual firm or corporation which is engaged in services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established by federal law and regulation. Furthermore, the undersigned Offeror will continue to use the federal work authorization program throughout the contract period. Offeror hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number: _____

Date of Authorization: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**

Solicitation Number (if applicable): **ITB 25-599**

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 202__ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual firm or corporation which is engaged in the physical performance of services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number: _____

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 202__ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: _____

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Sub-subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A.§ 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for _____ and _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with information required by O.C.G.A §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to _____. Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Sub-subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: _____

Date of Authorization: _____

Name of Sub-subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services ITB 25-599**

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on ____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

Attachment I

ITB 25-599

Computer Devices, Accessories and Associated Services
Non-Collusion

Upload this documentation under the Response Attachment tab via IonWave titled "NON-COLLUSION"

Bidders shall fully certify that they, as an individual or as an engaging official of a formal business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this bid. Further, bidders guarantee that their response are not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

_____

Company Name/Certifying Official Signature

Date: _____

Attachment J
ITB 25-599
Computer Devices, Accessories and Associated Services
SIGNATURE PAGE

I certify that I have read this ITB document in its entirety and agree to conform to and comply with the terms, conditions and requirements of this ITB. I also certify that I am a duly appointed official of the offering company with the authority to authorize and engage this ITB submittal. Further, I certify that the contents of the response to this ITB are true, accurate and complete.

Printed Name/Engaging Authorized Company Official	Position/Title
	Offeror's Company Name
Signature/Engaging Authorized Company Official	E-mail address
Telephone Number	
Date	

END

OF

SOLICITATION

EXHIBIT "B"

DeKalb County School District

ITB 25-599 Addendum 3
Virtucom, Inc.
Supplier Response

Event Information

Number:	ITB 25-599 Addendum 3
Title:	Computer Devices, Accessories, and Associated Services
Type:	ITB-Non Capital
Issue Date:	11/7/2024
Deadline:	12/17/2024 02:00 PM (ET)
Notes:	The DeKalb County School District (DCSD) is seeking bids from qualified bidders with professional qualifications, technical competence, and specialized experience to provide Computer Devices, Accessories, and Associated Services as outlined in the scope of work in Part III of this ITB.

Contact Information

Contact:	Fred Christopher
Address:	Vendor Services 1701 Mountain Industrial Blvd Stone Mountain, GA 30083
Phone:	678 (676) 0217
Email:	solicitationquestions@dekalbschoolsga.org

Virtucom, Inc. Information

Contact: Amber O'Brien
Address: 1 Sun CT NW
Peachtree Corners, GA 30092
Phone: (770) 908-8100
Fax: (770) 908-8007
Toll Free: (800) 890-2611
Email: proposals@virtucom.com
Web Address: www.virtucom.com

By submitting your response, you certify that you are authorized to represent and bind your company.

Don Tang
Signature

proposals@virtucom.com
Email

Submitted at 12/17/2024 01:54:31 PM (ET)

Requested Attachments

ITB Document

ITB 25-599 Computer Devices, Accessories, and Associated Services (1).pdf

ITB 25-599 Computer Devices, Accessories, and Associated Services

Financial Statements for 2022

Financial Stability -- 2022 Tax Return.pdf

Upload Required for Financial Statements 2022 here.

Financial Statements for 2023

Financial Stability -- 2023 Tax Return.pdf

Upload Required for Financial Statements 2023 here.

Business License

Business License - Virtucom.pdf

Upload Required for Business License here.

Certificate of Insurance

Certificat of Insurance - Dekalb County School District.pdf

Upload Required for Certificate of Insurance here.

Attachment A – Bid Form

Attachment A.pdf

Upload Required for Attachment A – Bid Form here.

Revised Attachment A-1 - Bid Form

Dekalb EUD FINAL Pricing Sheet v2.xlsx

Complete and upload Revised Attachment A-1-Bid Form.

Attachment B-1 Order and Installation Requirements Questionnaire

Attachment B-1.pdf

Complete and upload Attachment B-1 Order and Installation Requirements Questionnaire

Attachment B-2 – Support Personnel Requirements Questionnaire

Attachment B-2.pdf

Complete and upload Attachment B-2 – Support Personnel Requirements Questionnaire.

Attachment B-4 – Expressed Warranty Service Requirements

Attachment B-4.pdf

Complete and upload Attachment B-4 – Expressed Warranty Service Requirements.

Attachment C – Critical Paragraphs	Attachment C - Critical Paragraphs.pdf
Upload Required for Attachment C – Critical Paragraphs here.	
Attachment D- Bidder's Client Reference Form (1)	Attachment D - Reference 1.pdf
Upload Required for Attachment D- Bidder’s Client Reference Form here (1)	
Attachment D- Bidder's Client Reference Form (2)	Attachment D - Reference 2.pdf
Upload Required for Attachment D- Bidder’s Client Reference Form here (2)	
Attachment D- Bidder's Client Reference Form (3)	Attachment D - Reference 3.pdf
Upload Required for Attachment D- Bidder’s Client Reference Form here (3)	
Attachment E – Statement of Confidentiality and Non-Disclosure	Attachment E - Confidentiality and non Disclosure.pdf
Upload Required for Attachment E – Statement of Confidentiality and Non-Disclosure here.	
Attachment F- Suspension and Debarment	Attachment F - Debarment.pdf
Upload Required for Attachment F- Suspension and Debarment here.	
Attachment G– Conflict of Interest	Attachment G - Conflict of Interest.pdf
Upload Required for Attachment G– Conflict of Interest here.	
Attachment H – Immigration & Security Certification	Attachment H.pdf
Upload Required for Attachment H – Immigration & Security Certification here.	
Attachment I- Non-Collusion	Attachment I - Non Collusion.pdf
Upload Required Attachment I- Non-Collusion here	
Attachment J – Signature Page	Attachment J - Signature Page.pdf
Upload Required for Attachment J – Signature Page here.	
Addendum No. 1	ITB 25-599 Addendum No. 1.pdf
Sign and upload Addendum No. 1.	
Addendum No. 2	ITB 25-599 Addendum No. 2.pdf
Sign and upload Addendum No. 2	
Addendum No. 3	ITB 25-599 Addendum No. 3.pdf
Sign and upload Addendum No. 3	
Brochures, manuals, websites, literature, and/or other marketing media	Proposal - Virtucom, Inc. - ITB 25-599.pdf
Upload Required Brochures, manuals, websites, literature, and/or other marketing media here	

2024
BUSINESS OCCUPATIONAL TAX CERTIFICATE

Other Computer Related Services

(NOT TRANSFERABLE)

Business ID
15543

License Number
2024-5890

Date Issued
04/09/2024

Date Expires
03/31/2025

CITY OF PEACHTREE CORNERS
310 TECHNOLOGY PKWY
PEACHTREE CORNERS, GA 30092

FOR OPERATION IN THE CITY OF PEACHTREE CORNERS, GEORGIA SUBJECT TO ZONING RESTRICTIONS AND ALL OTHER CODES AND RESOLUTIONS OF THE MAYOR AND CITY COUNCIL OF THE CITY OF PEACHTREE CORNERS, GEORGIA. THIS LICENSE IS A MERE PRIVILEGE SUBJECT TO BE SUSPENDED OR REVOKED, AND IS SUBJECT TO ANY FURTHER ORDINANCES WHICH MAY BE ENACTED

Valid for Business Shown Below Only:

BUSINESS NAME / ADDRESS:

VIRTUCOM, INC
1 SUN CT NW
PEACHTREE CORNERS GA 30092

CORPORATE / MAILING ADDRESS:

VIRTUCOM, INC
1 SUN COURT NW
PEACHTREE CORNERS, GA 30092

MUST POST IN A CONSPICUOUS LOCATION

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 01/25/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Jim Goodwyne	
Ironwood, a Marsh & McLennan Agency, LLC Co	PHONE (A/C, No, Ext): (404) 503-9100	FAX (A/C, No): (404) 503-9101
4401 Northside Parkway NW	E-MAIL ADDRESS: jgoodwyne@ironwoodins.com	
Suite 800	INSURER(S) AFFORDING COVERAGE	NAIC #
Atlanta GA 30327	INSURER A : National Fire Insurance Company of Hartford	20478
INSURED	INSURER B : The Continental Insurance Company	02118
Virtucom, Inc.	INSURER C : Philadelphia Indemnity Insurance Company	18058
1 Sun Court NW	INSURER D :	
	INSURER E :	
Peachtree Corners GA 30092	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** CL2412552333 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☒ LOC ☐ OTHER:	Y	Y	7063683205	01/01/2024	01/01/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 500,000 $ 15,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	Y	Y	7063667506	01/01/2024	01/01/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	☒ UMBRELLA LIAB ☒ OCCUR EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☒ RETENTION $ 10,000			7063667490	01/01/2024	01/01/2025	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		7063667487	01/01/2024	01/01/2025	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
C	Cyber/Tech Errors and Omissions Liability			PHPK2649608	01/01/2024	01/01/2025	Each Claim Aggregate Deductible	$3,000,000 $3,000,000 $50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

DeKalb County School District, The DeKalb County School Board, DCSD and their officials, officers, employees, agents, volunteers, and assigns are included as Additional Insured as respects General Liability and Automobile Liability, subject to the terms and conditions of the policy. DeKalb County School District, The DeKalb County School Board, DCSD and their officials, officers, employees, agents, volunteers, and assigns are granted a waiver of subrogation as respects General Liability and Automobile Liability, subject to the terms and conditions of the policies. 30 Days notice of cancellation except 10 days for non-payment of premium. A severability of interest or cross liability clause applies to General Liabiity and excess liability policies.

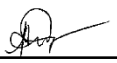
CERTIFICATE HOLDER

DeKalb County School District
1701 Mountain Industrial Blvd.
Stone Mountain GA 30083

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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Attachment A

ITB 25-599
Computer Devices, Accessories and Associated Services
Bid Form

Bidder must provide costs to DCSD associated with the items and services requested in this ITB. Pricing must be submitted on the requested form and in the format requested. **Alterations to the bid form may result in the bid being deemed non-responsive and rejected.**

Pricing shall include all associated services in accordance with Part III Scope of Work of this ITB.

Pricing shall also include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, all other costs and charges necessary to perform the services requested in this ITB.

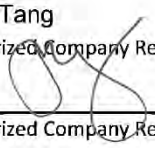
Bidders shall complete and upload Attachment A-1-Bid Form as part of submission.

** DCSD reserves the right to request and negotiate a "best and Final" response from Bidders. **
Complete the following:

Virtucom, Inc.
Company Name

Don Tang
Authorized Company Representative Name (please print)

Chief Operations Officer
Title



12/12/2024
Authorized Company Representative Signature — Date

1 Sun Court NW, Peachtree Corners, GA 30092
Address

770-908-8100
Phone

proposals@virtucom.com
Email

Attachment B-1
ITB 25-599
Computer Devices, Accessories and Associated Services Order and Installation Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their **initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses**. Use additional pages where detailed responses are required.

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
1	All purchase orders will be issued to the awarded offeror. No third-party purchase orders will be issued.	DT	
2	DeKalb County School District (DCSD) requires the offeror to have adequate local warehouse space preferably in DeKalb County for short-term storage (up to 90 days at no cost to DCSD) for computers, laptops and other devices purchased from the offeror. The offeror will then deliver and install the items listed on the purchase order based on the schedule issued by DCSD. *Warehouse space needed will vary per project.	DT	
3	Delivery of equipment shall be within twenty (20) business days of the **offeror's** receipt of purchase order(s).	DT	
4	The offeror is responsible for notifying the contact's name listed on the purchase order (i.e., bookkeeper, project manager, etc.) of the estimated delivery and installation date, 3 business days **prior** to the delivery of equipment.	DT	
5	Deliveries arriving without prior notification and confirmation will be rejected, and all return costs shall be the offeror's responsibility. No school deliveries are scheduled during testing or school closings unless authorized by DCSD. DCSD will provide the school calendar to the awarded offeror.	DT	
6	Pricing for all items shall include: Shipping, imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing **On-site installation and configuration standards will be provided to the offeror.	DT	

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
7	Shipping: Offeror shall not charge DCSD any freight or shipping charges on any orders.	DT	
8	Imaging: a. The offeror shall notify DCSD of any proposed new manufacturer model upgrades/changes within 90 days before deployment. b. The offeror shall provide two evaluation units 30-60 days prior to a DCSD install for all model upgrades/changes for testing and acceptance. c. **The offeror shall image computers as directed by DCSD at the offeror's** warehouse.	DT	
9	Engraving: a. The offeror shall engrave the DCSD Logo on the device. DCSD will provide the graphics file to be used. b. The computer workstations engraving area shall be on the non-removable side of the system. c. The engraving area for the laptop and portable PCs shall be on the top cover of the system.	DT	
10	Inside Delivery: a All equipment shall be delivered inside the required location per DCSD direction. b. There are no delivery docks available. c. The offeror shall follow DCSD guidelines and schedules. The schedule may revolve around student instructional times at no additional charge or fee to DCSD.	DT	
11	On-site installation: a. The offeror shall remove equipment from the delivery truck or storage area. b. The offeror shall unpack and assemble all components. c. The offeror shall transport the system to the designated workspace. d. The offeror shall test all components (CPU, monitor, DVD ROM, sound, network card, etc.) to verify that they are operational prior to affixing asset tag. See attached standards document. e. The offeror shall affix asset tag and complete the DCSD inventory control paperwork at the installation site. f. The offeror shall provide DCSD an electronic version of the manufacturer reference materials for each site. g. The offeror shall remove all packing and manufacturer materials from DCSD property. h. The offeror shall not leave uninstalled equipment on-site unless authorized by DCSD contact (i.e., principal, bookkeeper, information technology technician, or project manager). i. The offeror is required to have an additional 1% or a minimum of three (3) whichever is greater, of delivery inventory available for out of box failures.	DT	

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
12	Configuration/Testing All Computers: The offeror shall install the new system and ensure all functions are working properly and require no intervention from DCSD. Actions shall include at a minimum: a. Connect the monitors, keyboard, mouse and external cables to CPU and interactive board as necessary; b. **Verify that the Windows OS is able to "boot" correctly;** c. Name and join computers to the Intune; d. Load print drivers for local printer and test printing; e. Configure network printers as required	DT	
13	**Warehousing (Computers stored in the local offeror's warehouse):** a. The offer shall store equipment for up to 90 days at no cost to DCSD. b. The offer shall provide a local warehouse in DeKalb County or the metropolitan Atlanta area. c. The offer shall provide warehousing for DCSD computing devices at a bonded, insured and climate-controlled location.	DT	
14	Relocation (Computers being relocated from site A to B or to a warehouse): Offeror shall perform the following steps before relocating DCSD computers: a. De-install computers ~~and lock down devices~~ b. Individually shrink wrap each computer, monitor, peripherals, cables and printers per DCSD direction; c. Label equipment with to and from destinations; and d. Complete the required DCSD paperwork (C-50s). *ammended per item 4 on Addendum No. 3	DT	
15	Dead on Arrival (DOA) a. Every computer shall be tested by the installer to ensure proper working order at the location of installation. b. If any computers are found to have major component defects, it is the **offeror's responsibility to provide a new replacement unit** during the installation. c. Repairs will not be accepted on DOAs. d. DOA units may not be recycled into DCSD inventory for bid fulfillment. e. DOA serial numbers shall be submitted to DCSD Project Management Office on the installation date.	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name /Signature

12/10/2024
Date

Attachment B-2
ITB 25-599
Computer Devices, Accessories and Associated Services
Support Personnel Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their **initials in the "YES" box to** indicate that each requirement can and will be met. **Blanks will be considered as "No" responses.** Use additional pages where detailed responses are required.

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
1	The offeror shall provide 2 to 5 concurrent installation teams for each specified project as requested by DCSD. The installation team size will be determined by the offeror and DCSD based on project needs.	DT	
2	The offeror shall provide experienced personnel to perform the installation services. DCSD requires a hardware certification and a minimum of two (2) years of experience. Additional certifications are acceptable. DCSD reserves the right to reject any team member. The offer shall include certifications for current personnel with the proposal. Copies of certifications are also required for this proposal. Therefore, copies of the certifications for future personnel must be submitted to the DCSD Project Management Office before assigning them to an installation team.	DT	
3	**The offeror's personnel working in DCSD facilities shall be bonded and insured by the** offeror.	DT	
4	DCSD requires a **local** Project Manager as the single point of contact from the awarded offeror to meet with DCSD staff weekly or as needed per DCSD. The primary function of the Project Manager will be to ensure all service delivery tasks are met for DCSD including the most efficient method of order placement, shipping, delivery, and installation. **Include Project Manager credentials with the proposal and an outline of the Project Management Process. Note* Project Manager assumes all responsibility for the project.**	DT	
5	The offeror will assign an on-site project lead to manage all the installations and de-installation service activities. The project lead will ensure that all customer expectations are met and implement the services according to DCSD direction. The project lead should **be the offeror's primary point of contact at a project site.**	DT	
6	All invoices must include the DCSD item description and the DCSD purchase order number. Invoices must be submitted without any shipping cost, taxes, or late fees.	DT	
7	**The offeror shall send invoices to the DCSD purchase order 'Ship To' address as well as**	DT	

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
	the 'Bill To' department.	DT	
8	The offeror will need to assign a dedicated billing liaison able to resolve cost issues promptly.	DT	
9	DCSD requires a monthly aging report to be sent to the IT Budget Specialist via email by the 5th of each month. Including PO numbers, Invoice dates, Invoice numbers and Invoice amounts.	DT	
10	DCSD requires the invoice detail to match the details on the purchase order.	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name /Signature

12/10/2024
Date

Attachment B-3
ITB 25-599
Computer Devices, Accessories and Associated Services
System Certification Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their **initials in the "YES" box to** indicate that each requirement can and will be met. **Blanks will be considered as "No" responses.** Use additional pages where detailed responses are required.

Item NO.	System Certification Requirements	Yes (Initials)	No (Initials)
1	The offer shall provide DCSD proof of Windows certifications for all computers for current and future makes and models submitted. Include certifications of current models with the proposal. Future certifications shall be sent to the DCSD Desktop Support.	DT	
2	All systems shall be built in an **ISO 9004** 2018 certified facility with certification for the entire manufacturing process. **Certification must be included with proposal response.**	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name /Signature

12/10/2024
Date

Attachment B-4
ITB 25-599
Computer Devices, Accessories and Associated Services
Expressed Warranty Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
1	Pricing shall include a 3-year on-site manufacturer warranty for all components (i.e. CPU, monitor, keyboard, mouse, and other cards/peripherals included in purchase) including parts and labor. The complete cost of repair (parts and labor) shall be covered by the service agreement. The warranty service agreement period shall begin from the delivery/installation date and DCSD sign off date of the system.	DT *	
2	The offer shall provide repair and replacement of equipment as necessary up to the warranty expiration date. This provision shall extend until all warranty periods have expired.	DT	
3	**LEMON CLAUSE: If** a system fails three times within twelve-months, during the three-year warranty period, an identical replacement unit shall be provided by the offeror at no cost to DCSD. Lemon systems shall never be returned to DCSD inventory. If 15% of a certain model experiences a manufacturer defect within the three-year warranty period, the offeror shall recall the specific model and provide a replacement model throughout DCSD.	DT	
4	The offeror must be able to integrate with the DCSD ticketing system (Incident IQ/current system at time of proposal award) to receive, update and close work orders. DCSD Help Desk will report all warranty calls to the offeror via the DCSD ticketing system. The offeror shall use the call management system to retrieve work orders for hardware resolution.	DT	
5	DCSD Information Technology (IT) Department has the right to open the computer case and install industry standard components without voiding the warranty during the service period. DCSD acknowledges that any items added by DCSD will not be covered by the warranty.	DT	
6	The offeror must submit a document in "Plain English" outlining extended service agreement terms and conditions. This document should be worded so that the average individual can understand without interpretation by an attorney.	DT	
7	Extended Service agreement work shall be coordinated through DCSD within the IT Department. The IT Department will assign service technicians to review all warranty work orders before forwarding them to the offeror. This will minimize the number of non-warranty **issues** reported as warranty claims.	DT	

* Per Q&A Response document

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
8	If DCSD is not already an Authorized Service Provider for the manufacturer's product, then the proposal response must include a provision for up to 20 DCSD technicians to receive formal training to become authorized service providers within six months of the award date.	DT	
9	DCSD may choose to provide warranty service and receive an agreed upon maintenance fee or rebate for the performed services. The offer shall offer the training and certification exams must be offered at no cost to DCSD.	DT	
10	DCSD requires access to a toll-free telephone number for DCSD technicians to speak directly with the manufacturer's technician.	DT	
11	DCSD technicians must be able to request parts and services directly through higher-level manufacturer support for the system's life.	DT	
12	All warranty parts are exchanged with packaging and pre-paid mailer supplied by the manufacturer.	DT	
13	The offeror shall provide at least 1% at all times of a total order of complete system units at no additional cost to stock DCSD repair inventory. The delivery of the systems shall be scheduled each quarter at no charge.	DT	
14	For the life of the devices, the manufacturer must provide a web-based interface to include, but not limited to software drivers, service history, system documentation, system specifications, and on-line ordering of parts.	DT	
15	The offeror shall provide DCSD with an electronic file in Excel format that includes, but is not limited to the following information on a weekly basis unless specified otherwise: a. Product Name and Product Type b. Computer and monitor serial and model numbers and DCSD asset tags; c. Vendor Name; d. Manufacturer's Name; e. Service agreement start/end dates; f. Installation location and site ID (provided by DCSD); g. Purchase order numbers; h. Purchase Price; i. Installation/Delivery date; j. Funding Source; and k. Serial and asset tag numbers for all DOA components. Manufacturer and/or ship dates do not substitute for the installation/delivery system sign off dates.	DT	
16	If a service call requires the replacement or restoration of a hard drive, the offeror must reload the appropriate current DCSD image and confirm complete operation of the unit as originally installed.	DT	

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
17	The offeror shall affix DCSD asset tags to all required equipment as decided by DCSD under the DCSD Property Accounting Procedures and complete other required DCSD administrative paperwork on the actual installation day.	DT	
18	Offeror shall provide DCSD notification for warranty equipment expiration at least 30 days before the expiration date.	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang, COO /
Company Representative Name /Signature

12/10/2024
Date

Attachment C
ITB 25-599
Computer Devices, Accessories and Associated Services
Critical Paragraphs

Offerors must put their initials in the space provided in front of each critical paragraph and sign below. Initials signify that the information has been read and the offeror agrees to comply with the requirement, stipulations, terms and conditions. Attach and label "Critical Paragraph."

1) DT This ITB does not commit DCSD to any offeror to this ITB. DCSD is not liable for any costs incurred by an offeror in responding to this ITB. There is no guarantee of any offeror receiving an award or contract as a result of submitting a response to this ITB.

2) DT Any news release or publicity pertaining to any phase of this ITB will be the responsibility of DCSD and must be cleared through DCSD's Department of Communications and Community Relations.

3) DT It is the responsibility of offerors to make themselves aware of and to comply with any addenda, questions and answers posted to the DCSD website in relation to this ITB. All addenda must be printed, signed by the certifying official and included in the ITB submittals. Failure to do so will cause the offeror to be deemed non-responsive to the requirements of this ITB.

4) DT Offerors to the ITB agree to fully indemnify DCSD as stated in the ITB.

5) DT Offerors certify that they have not engaged in collusion and guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced or acted in any manner to result in restriction of trade or unfair advantage.

6) DT The DCSD reserves the right to reject any and/or all responses submitted and to waive any technicalities or minor irregularities in responses received. DCSD reserves the right to award any resulting contract in the manner that is in the best interest of and most advantageous DCSD.

7) DT Offeror understands that this solicitation requires Board of Education Approval.

Attachment D

ITB 25-599
Computer Devices, Accessories and Associated Services

Attach and label "Offeror's Client References."

BIDDER'S CLIENT REFERENCES

(Please copy this form and use one form per reference.)

Attach and label "Offeror's Client References."

Henry County School District
Company Name Providing Reference

396 Tomlinson St, McDonough, GA 30253
Address City/State/Zip

Chris Davis, Executive Director of Technology Operations
Name of Contact Person

770-957-0371 ext. 99715
Telephone Number of Contact Person

ChristopherR.davis@henry.k12.ga.us
Email Address of Contact Person

2017-2022 and 2022-present (both five year contracts)
Date/Duration of Service Relationship

Describe in Detail Services Provided (use additional sheets if necessary):

In 2017, and again in 2022, Virtucom was awarded a contract to provide one-to-one student devices throughout the District, along with over fifty (50) on-site staff to support all technology work orders and support across computers, printers, audio visual, etc.

Important! This is a vital part of your ITB submission. DCSD will verify client references. It is advisable that you inform your reference contact person that you have listed them for reference.

Attachment D

ITB 25-599
Computer Devices, Accessories and Associated Services

Attach and label "Offeror's Client References."

BIDDER'S CLIENT REFERENCES

(Please copy this form and use one form per reference.)

Attach and label "Offeror's Client References."

Coweta County School District
Company Name Providing Reference

167 Werz Industrial Blvd., Newnan, GA 30263
Address City/State/Zip

Mike Harris, IT Director
Name of Contact Person

678-633-8105
Telephone Number of Contact Person

mike.harris@cowetaschools.net
Email Address of Contact Person

2019-present
Date/Duration of Service Relationship

Describe in Detail Services Provided (use additional sheets if necessary):

In 2019, Virtucom was awarded a contract as the primary provider of Chromebooks and turn-key services that include White Glove Services, asset tagging, etching, on-site installation, inventory management, trash removal, summer refreshes, warehousing, and warranty support.

Important! This is a vital part of your ITB submission. DCSD will verify client references. It is advisable that you inform your reference contact person that you have listed them for reference.

Attachment D

ITB 25-599
Computer Devices, Accessories and Associated Services

Attach and label "Offeror's Client References."

BIDDER'S CLIENT REFERENCES

(Please copy this form and use one form per reference.)

Attach and label "Offeror's Client References."

Muscogee County School District
Company Name Providing Reference

2960 Macon Rd., Columbus, GA 31906
Address City/State/Zip

Billisses Jones, Customer Support Manager
Name of Contact Person

706-748-5555
Telephone Number of Contact Person

jones.billisses.r@muscogee.k12.ga.us
Email Address of Contact Person

2021-2024
Date/Duration of Service Relationship

Describe in Detail Services Provided (use additional sheets if necessary):

In 2021, Virtucom was chosen to provide desktops and laptops to the District as part of a large refresh which included Virtucom assisting with removal and disposal of old units. Virtucom's current services include asset tagging, troubleshooting, and imaging along with evaluations of the District's current and future technologies.

Important! This is a vital part of your ITB submission. DCSD will verify client references. It is advisable that you inform your reference contact person that you have listed them for reference.

Attachment E
ITB 25-599
Computer Devices, Accessories and Associated Services
Statement of Confidentiality and Non-Disclosure

Any non-public information made available to the offeror by DCSD in relation to this ITB shall be used only for those purposes outlined in the ITB document and shall not be used in any other way without the written permission of the DCSD.

If the offeror is uncertain about the proposed use of information provided in relation to this ITB, the offeror shall consult with the DCSD ITB contact person as identified in the ITB document for clarification.

The offeror agrees to assume full responsibility for protecting the confidentiality of DCSD records that are not public information. Such information may include but is not limited to student and employee data and other written and oral information of a personal and/or confidential nature, which shall be safeguarded by the offeror to ensure that it is not improperly disclosed.

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative

12/10/2024
Date

Attachment F

ITB 25-599
Computer Devices, Accessories and Associated Services

SUSPENSION AND DEBARMENT CERTIFICATION

By submitting this ITB, the offeror certifies that the proposing company and/or its principals have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

Further, by submitting this ITB, the offeror certifies that all lower tier participating individuals and/or company(s) and all respective principals of lower tier participants have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

The certification placed herein is a material representation of fact upon which reliance will be placed as ITB submissions are evaluated and any transaction is entered into. If it is later determined that the prospective offeror has knowingly rendered an erroneous certification, the DCSD may pursue all available remedies, including but not limited to suspension and/or debarment.

The prospective offeror shall provide immediate written notice to the DCSD Purchasing Department if at any time the prospective offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The prospective offeror agrees by submitting this form that, should the proposed transaction be entered into, the prospective offeror shall not knowingly enter into any lower tier transaction with a person or entity that is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction.

By signing and submitting this form, the offeror is providing the certification set out above.

Signature of Engaging Official: Virtucom, Inc. / _____ Date: 12/10/2024

(Offeror Company Name/Certifying Official Signature)

Further, the DCSD's Purchasing Department will check the SAMS website at https://www.sams.gov/SAM/ to determine if the offeror is listed.

Attachment G
ITB 25-599
Computer Devices, Accessories and Associated Services
Conflict of Interest

Upload this documentation under the Response Attachment tab via IonWave titled "CONFLICT OF INTEREST"

Bidder shall use its best efforts to disclose with their proposal the name of any officer, director, or agent who also is a DCSD employee, agent, representative, contractor, immediate family member (spouse, child, sibling, or parent or the spouse of a child, sibling or parent) or DeKalb County Board of Education member. Bidders shall also disclose the name of any DCSD employee, agent, representative, contractor, immediate family member or board member who owns, directly or indirectly, an interest in five percent or more in the Bidder's company or any of its branches. In the event the Bidder was aware of a conflict of interest prior to the award of the contract and did not disclose the conflict DCSD may, at its discretion, terminate the contract for default. The Bidder further agrees that, if after award, a conflict of interest is discovered, an immediate and full disclosure in writing must be made to the DCSD Purchasing Department which must include a description of the action which the Bidder has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, DCSD may, at its discretion, cancel the contract. Bidders shall certify that their response to this Bid is impartial, at arms-length, and free of any conflict of interest at this time, unfair advantage, or personal benefit to any DCSD official.
Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

Virtucom, Inc. / Don Tang
Company Name/Certifying Official Signature

Date: 12/10/2024

Attachment H
ITB 25-599
Computer Devices, Accessories and Associated Services

IMMIGRATION & SECURITY CERTIFICATION

If you are providing service, performing work or delivering goods to the DeKalb County Board of Education/DeKalb County School District including, but not limited to schools, warehouses and central offices, the applicable Georgia Security and Immigration Compliance documents found here must be completed, signed, notarized and submitted with your bid/proposal. Failure to provide this document with your bid/proposal will result in the disqualification of the bid/proposal.

1) Offeror/Bidder (the "Offeror") shall at all times comply with the Georgia Security and Immigration Compliance Act, as amended, O.C.G.A. § 13-10-90 et. Seq.

2) In order to insure compliance with the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603 and the Georgia Security and Immigration Compliance Act, as amended by the Illegal Immigration Reform Act of 2011, O.C.G.A. § 13-10-90 et. Seq. (collectively the "Act"), the Offeror **MUST INITIAL** the statement applicable to Offeror below:

(a) ___ **(Initial here)**: order to comply with the Act; is authorized to use and uses the federal authorization program under the federal work authorization user identification number issued on the date of authorization below; will continue to use the authorization program throughout the contract period; Offeror further warrants and agrees Offeror shall execute and return any and all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq. [Offerors who initial (a) must attach and return a signed, notarized Contractor Affidavit and Agreement with the Contract if awarded];

or

(b) _____ **(Initial here)**: Offeror warrants that he/she does not employ any other persons, and he/she does not intend to hire any employees or to perform the Contract. [Offerors who initial (b) must attach and return a signed, notarized Affidavit of Exception with the Contract if awarded];

or

3) I_____ **(Initial here)**: Offeror is an individual who is licensed pursuant to Title 26 or Title 43 or by the State Bar of Georgia and is in good standing when such contract is for services to be rendered by such individual and thus does not have to provide an affidavit.

4) ___ **(Initial here)** Offeror will not employ or contract with any subcontractor in connection with a covered contract unless the subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides Offeror with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

5) _____ **(Initial here)** Offeror agrees that, if Offeror employs or contracts with any sub-contractor in connection with the covered contract under the Act and DOL Rules 300-10-1- .01, et seq that Offeror will secure from each sub -contractor at the time of the contract the sub-contractor's name and address, the employee-number applicable to the sub-contractor, the date the authorization to use the federal work authorization program was granted to sub-contractor; the subcontractor's attestation of the subcontractor's compliance with the Act and Georgia Department of Labor Rule 300-10-1-.01, et seq.; and the subcontractor's agreement not to contract with sub-subcontractors unless the sub-subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides subcontractor with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

6) _____ **(Initial here) Offeror** agrees to provide the DeKalb County School District with all affidavits of compliance as required by O.C.G.A. § 13-10-90 et seq. and Georgia Department of Labor Rules 300-10-1-.01, et seq within five (5) business days of receipt.

_____ 12/10/2024
Signature Date

33659 6/7/2010
EEV/Basic Pilot Program User Identification Number — Date of Authorization

Firm Name: Virtucom, Inc.

Street/Mailing Address: 1 Sun Court NW

City, State, Zip Code: Peachtree Corners, GA 30092

Telephone Number: 770-908-8100

Email Address: proposals@virtucom.com

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
10 DAY OF December, 2024

Notary Public: _____

My Commission Expires: 9/4/2027

AMBER OBRIEN NOTARY PUBLIC MY COMMISSION EXPIRES 09/04/2027 HALL COUNTY

DEKALB COUNTY SCHOOL DISTRICT
Offeror E-Verify Affidavit

By executing this affidavit, the undersigned Offeror verifies its compliance with **Immigration Reform and Control Act of 1986 (IRCA), Pub.L. 99-603**, stating affirmatively that the individual firm or corporation which is engaged in services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established by federal law and regulation. Furthermore, the undersigned Offeror will continue to use the federal work authorization program throughout the contract period. Offeror hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number: 33659

Date of Authorization: 6/7/2010

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable):

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on Dec., 10, 2024 in Peachtree Corners (city) Georgia (state)

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Agent: Don Tang, Chief Operations Officer

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 10 DAY OF December 2024.

Notary Public

My Commission Expires: 9/4/2027

AMBER OBRIEN NOTARY PUBLIC MY COMMISSION EXPIRES 09/04/2027 HALL COUNTY, GEORGIA

DEKALB COUNTY SCHOOL DISTRICT
Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual firm or corporation which is engaged in the physical performance of services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number: N/A

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 202__ in _____ _____
(city) (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: N/A

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services ITB 25-599**

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Sub-subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A.§ 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for _____ and _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with information required by O.C.G.A §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to _____. Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Sub-subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: N/A

Date of Authorization: _____

Name of Sub-subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services ITB 25-599**

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on ____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

Attachment I
ITB 25-599
Computer Devices, Accessories and Associated Services
Non-Collusion

Upload this documentation under the Response Attachment tab via IonWave titled "NON-COLLUSION"

Bidders shall fully certify that they, as an individual or as an engaging official of a formal business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this bid. Further, bidders guarantee that their response are not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

Virtucom, Inc. / Don Tang

Company Name/Certifying Official Signature

Date: 12/10/2024

Attachment J
ITB 25-599
Computer Devices, Accessories and Associated Services
SIGNATURE PAGE

I certify that I have read this ITB document in its entirety and agree to conform to and comply with the terms, conditions and requirements of this ITB. I also certify that I am a duly appointed official of the offering company with the authority to authorize and engage this ITB submittal. Further, I certify that the contents of the response to this ITB are true, accurate and complete.

Don Tang
Printed Name/Engaging Authorized Company Official

Chief Operations Officer
Position/Title

Virtucom, Inc.
Offeror's Company Name


Signature/Engaging Authorized Company Official

proposals@virtucom.com
E-mail address

770-908-8100
Telephone Number

12/10/2024
Date

DeKalb County
School District

1701 MOUNTAIN INDUSTRIAL BOULEVARD, STONE MOUNTAIN, GA 30083
https://dekalbschoolsga.ionwave.net/Login.aspx

December 4, 2024

TO: **ALL OFFERORS UNDER INVITATION TO BID**
ITB 25-599 – Computer Devices, Accessories, and Associated Services

FROM: **Procurement Department, DeKalb County School District**

ADDENDUM NO. 1

ITB 25-599 – Computer Devices, Accessories, and Associated Services is hereby amended as follows:

1. The deadline for Q&A Responses has changed. Q&A Responses will now be posted by **4:30 PM EST** on **Monday, December 9, 2024.**
2. The bid Submission Deadline has changed. Bids are now due by **2:00 PM EST** on **Tuesday, December 17, 2024.**
3. The date of Virtual Public Bid Opening has changed. The Virtual Public Bid Opening will now be held on **Tuesday, December 17, 2024** at **3:00 PM EST.**
4. All other conditions remain in full force and effect.
5. All offerors under this solicitation are kindly requested to acknowledge receipt of this **Addendum No. 1** by signing the page below and uploading with your bid.

Virtucom, Inc. / Don Tang, COO /
COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE

DeKalb County
School District

1701 MOUNTAIN INDUSTRIAL BOULEVARD, STONE MOUNTAIN, GA 30083
https://dekalbschoolsga.ionwave.net/Login.aspx

December 9, 2024

TO: **ALL OFFERORS UNDER INVITATION TO BID**
ITB 25-599 – Computer Devices, Accessories, and Associated Services

FROM: **Procurement Department, DeKalb County School District**

ADDENDUM NO. 2

ITB 25-599 – Computer Devices, Accessories, and Associated Services is hereby amended as follows:

1. The deadline for Q&A Responses has changed. Q&A Responses will now be posted by **4:30 PM EST** on **Tuesday, December 10, 2024.**
2. All other conditions remain in full force and effect.
3. All offerors under this solicitation are kindly requested to acknowledge receipt of this **Addendum No. 2** by signing the page below and uploading with your bid.

Virtucom, Inc. / Don Tang, COO /
COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE

DeKalb County
School District

1701 MOUNTAIN INDUSTRIAL BOULEVARD, STONE MOUNTAIN, GA 30083
https://dekalbschoolsga.ionwave.net/Login.aspx

December 10, 2024

TO: **ALL OFFERORS UNDER INVITATION TO BID**
ITB 25-599 – Computer Devices, Accessories, and Associated Services

FROM: **Procurement Department, DeKalb County School District**

ADDENDUM NO. 3

ITB 25-599 – Computer Devices, Accessories, and Associated Services is hereby amended as follows:

1. Refer to **ITB 25-599 Q&A Responses** for responses to questions received by the questions submission deadline.
2. Referring to **ITB 25-599,** please delete in its entirety Attachment A-1 Bid Form and replace with Revised Attachment A-1 Bid Form.
3. Referring to **ITB 25-599,** please delete in its entirety Attachment B-3 System Certification Requirements Questionnaire.
4. Referring to **ITB 25-599,** please delete "and lock-down devices" from Attachment B-1 Order and Installation Requirements Questionnaire item no. 14.a.
5. All offerors under this solicitation are kindly requested to acknowledge receipt of this **Addendum No. 3** by signing the page below and uploading with your bid.

Virtucom, Inc. /
COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE

DeKalb County School District

Vendor Services Department
Procurement
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083

Invitation to Bid (ITB) 25-599

Computer Devices, Accessories, and Associated Services

Schedule of Events (All times are EST)

EVENT	DATE(S)	TIME	LOCATION
Solicitation Posts	November 7, 2024	5:00 pm	https://dekalbschoolsga.ionwave.net
Optional Pre-Bid Conference	November 19, 2024	11:00 am	Via Microsoft Teams (registration required)
Deadline to Submit Questions (Q&A)	November 22, 2024	12:00 pm	https://dekalbschoolsga.ionwave.net
Q&A Deadline Responses	December 4, 2024	4:30 pm	https://dekalbschoolsga.ionwave.net
Submission Deadline	December 12, 2024	2:00 pm	https://dekalbschoolsga.ionwave.net
Virtual Public Bid Opening	December 12, 2024	3:00 pm	Via Microsoft Teams (Registration required)
Anticipated Board Approval	February 10, 2025		

SUBMISSIONS MUST BE RECEIVED ELECTRONICALLY VIA https://dekalbschoolsga.ionwave.net

DeKalb County School District Solicitation Contact Person:
Fred Christopher, Procurement Manager III Non-Capital
(678) 676- 0217 and/or email at solicitationquestions@dekalbschoolsga.org

DeKalb County
School District

1701 MOUNTAIN INDUSTRIAL BLVD, STONE MOUNTAIN, GEORGIA 30083

https://dekalbschoolsga.ionwave.net

INVITIATION TO BID

ITB 25-599

Computer Devices, Accessories, and Associated Services

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APPENDIX

(Separate File From ITB)

Appendix A – Sample Service Agreement

DeKalb County School District ("DCSD") extends this offer to submit a bid for the possible purchase of services conforming to the following designated specifications, terms, and conditions. This solicitation will require DCSD Board of Education approval.

Format and Submission of Invitation to Bid

Submittal responses to this solicitation will be received electronically on the DeKalb County School District website at ***https://dekalbschoolsga.ionwave.net***.

All potential respondents must register as a vendor at https://dekalbschoolsga.ionwave.net.

Approval by the DeKalb County Board of Education
Official approval by the DeKalb County Board of Education is required for this procurement. No contract shall be construed to be formed without the advance official approval of the DeKalb County Board of Education. **The successful offeror will be notified after DeKalb County Board of Education approval.**

Funding Provisions
No award or contract will be made if funding is not approved by the DeKalb County Board of Education.

Fiscal Year Funding Implications
The fiscal year for DCSD begins July 1 and ends June 30. This solicitation and any resulting contract(s) may contain renewal and extension options.

This solicitation, any resulting contract(s), and any renewal and extension options shall terminate absolutely without further obligation on the part of DCSD at the end of the fiscal year in which this solicitation was issued and at each June 30 renewal anniversary date thereafter unless the successful offeror is notified otherwise and agrees in writing to the exercise of renewal and extension options.

Compliance with Specifications

Bidder must indicate below whether or not this bid is in complete compliance with the stated specifications. If there are any deviations from the specifications, the bidder must indicate in writing what the deviations are and must submit with the bid a complete descriptive literature on the actual items bid. Attach and label additional sheets if necessary.

___ Bid is in complete compliance with bid specifications.
___ Bid deviates from stated specifications as follows:

_____

_____

Cancellation
Awards, contracts, and extensions may be canceled for convenience by the DeKalb County School District (DCSD) at any time. In the event of termination of contract by DCSD, the DCSD will be responsible only for those services that have been delivered and accepted according to the ITB requirements. Any cancellation for convenience by DCSD shall be effective three (3) business days after receipt of the Notice of Cancellation for convenience from DCSD by the Offeror.

Payment to Successful Vendor(s)
Payment for goods and services will be made by electronic funds transfer (EFT). Vendor(s) doing business with DCSD are required to provide EFT payment information when registering as a DCSD vendor at: *https://www.dekalbschoolsga.org/purchasing/.*

Rights Reserved
Award will be made to the lowest responsive and responsible bidder meeting the specifications within appropriated funds available. DCSD reserves the right to accept or reject any and/or all parts of any bid response(s) submitted, to accept the entire bid from a single bidder, to accept portions of bids from multiple bidders, and/or to reject all bids submitted. This right is reserved to award items on this bid by any logical group combination or by individual item, whichever is in the best interest of DCSD. DCSD reserves the right to waive any technicalities or minor irregularities in responses received. The decision of DCSD shall be final.

Taxes
Purchases made by DCSD are not subject to federal, state, or local sales tax. A Sales Tax Exemption Certificate will be furnished upon request.

Merchantability and Quality
Bidder warrants that the goods will be of merchantable quality, free from defects in materials and workmanship, and will conform to the descriptions and specifications contained in this document and in bidder's catalogs, product brochures and other representations, depictions or models of the goods.

Specify your warranty/guarantee beyond that stated above in definite terms. Add additional literature/sheets if necessary. Provide a clear description of warranty/guaranty service offered, duration of service, and all stipulations (i.e., service provided on-site, call tag return required, vendor on-site pick-up, parts and labor included parts only, number of years from purchase date warranty is valid, etc.):

_____

_____

_____

F.O.B. Destination
All prices are to be F.O.B. Destination with freight prepaid by the bidder. Bid prices must include all charges for delivery and unloading as directed by the building authorities.

Estimated Quantities
The quantities shown in this ITB document are estimates, which are provided for your information. However, actual quantities purchased by DCSD may vary.

Exclusions of Trade Usages
Unless the context requires otherwise, all terms used in this document and which are defined in the Uniform Commercial Code ("UCC") as adopted by the State of Georgia shall have the same definition set forth in the UCC on the date of this agreement.

Conditional Bids
Provisions within Bids that are conditional (e.g., "Prices Subject To Change," "Prices F.O.B. Shipping Point," etc.) will be invalid and shall not be enforceable. Provisions within Bids which in any way qualify or vary the terms of these instructions, conditions, and specifications shall be invalid and the original instructions, conditions, or specifications within this ITB shall control. If any terms and conditions of the Bids contradict or come into conflict with the terms and conditions of this ITB then the terms and conditions of this ITB shall control unless such provision is specifically accepted by DCSD in writing.

Bidder Failure
In the event that a product, property, or service to be furnished by the successful bidder should for any reason fail to conform to the specifications contained herein, DCSD reserves the right to reject the product, property, or service and may terminate the contract for default.

Failure of the successful bidder to perform on delivery of goods or services as specified may also result in the removal of that bidder from doing business with DCSD for a period of not less than one (1) year.

Georgia Open Records Act
All proposals submitted in response to DCSD solicitations may be subject to the Georgia Open Records Act, which permits any member of the public to inspect and/or copy documents prepared and maintained or received in the course of the operation of the public office or agency.

No Assignment of Award
The successful offeror may not assign the award or contract to or subcontract with another party without the express written permission of DCSD.

The Laws of the State of Georgia
This ITB and subsequent agreement are subject to the laws of the State of Georgia.

§ 200.322 Domestic preferences for procurements.

(a) As appropriate and to the extent consistent with law, the non-Federal entity should, to the greatest extent practicable under a Federal award, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders for work or products under this award.

(b) For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Additional Terms
In the event an award is made to an offeror, the resulting contract shall not depart from this document unless agreed to in writing by DCSD and the successful offeror. DCSD shall not be bound by additional terms and conditions and/or extraneous language added to this document by offerors.

ALL SOLICITATIONS ISSUED BY DCSD ARE ADVERTISED IN THE LEGAL SECTION OF THE CHAMPION NEWSPAPER, (404) 373-7779, POSTED ON THE DCSD IONWAVE WEBSITE, AND POSTED IN THE TEAM GEORGIA MARKETPLACE'S GEORGIA PROCUREMENT REGISTRY. *Offerors are solely responsible to review and make themselves aware of DCSD solicitations posted on the following website:*

https://dekalbschoolsga.ionwave.net

PART I
BACKGROUND AND INFORMATION

A. Objectives

The DeKalb County School District (DCSD) is seeking bids from qualified bidders with professional qualifications, technical competence, and specialized experience to provide Computer Devices, Accessories, and Associated Services as outlined in the scope of work in Part III of this ITB.

Awarded bidder shall provide services in accordance with the specifications, requirements and terms and conditions stated herein. Services shall include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, all other cost and charges, and all things and services necessary to provide in accordance with the requirements of this ITB. There shall be no add-on charges of any kind. DCSD reserves the right to make multiple awards.

B. General Information

DCSD is a metropolitan Atlanta public school system organized and existing under the Constitution and laws of the State of Georgia. DCSD is located in the fourth largest county in Georgia. DeKalb County is one of the most culturally diverse counties in the nation. DCSD has a student enrollment of approximately 93,000 students in pre-kindergarten through grade 12. With 139 schools and centers, DCSD educates the third largest pre-kindergarten through grade 12 student population in the State of Georgia. DCSD is the second largest employer in DeKalb County with approximately 14,000 employees.

DCSD is dedicated to giving every student the best possible education through an intensive core curriculum and specialized, challenging instructional and career programs. DCSD is striving to become the premier K-12 school system of choice and desires to significantly improve leadership, teaching, and student learning to fulfill its mission as an organization for public education.

DCSD includes approximately:

- 77 Elementary Schools
- 19 Middle Schools
- 22 High Schools
- 8 Start-up Charter Schools
- 12 Specialized Learning Centers
- 6 Administrative Centers, and
- 5 Athletic Stadiums

DCSD's wide-area network connects instruction and administration sites to deliver technology and learning tools to every child. The main administrative offices are located at 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia 30083. DCSD is governed by a seven-member Board of Education.

C. Procurement Process

The procurement will be on a formally advertised basis. Bidders must be responsive to all aspects of this ITB.

D. Addenda

It is the responsibility of bidders to frequently check for any addenda, questions, and answers posted on the Purchasing Bulletin Board on the DCSD website. Failure on the part of bidders to make themselves aware of and comply with addenda requirements will not relieve them of this obligation.
All posted addenda must be printed, signed by the bidder, and included in the bidder's ITB submission. Click on the following link to the Purchasing Bulletin Board: ***https://dekalbschoolsga.ionwave.net***

E. Bidder Contact Person

The assigned contact person for bidders is Fred Christopher, Procurement Manager III-Non-Capital and can be reached at (678) 676-0217 or by email at ***solicitationquestions@dekabschoolsga.org.***

F. Prohibited Contact(s)

Except with the consent of the bid contact person, all bidders, including any persons affiliated with or in any way related to the bidder, are strictly prohibited from contacting DeKalb County Board of Education members and DCSD employees or consultants on any matter having to do in any aspect with this ITB between the time an invitation to bid is formally released and a recommendation is made by the administration to the Board, other than as provided herein. **Communication with anyone other than the bid contact person regarding any portion of this ITB can result in the violating bidder being disqualified.**

Furthermore, no employee, officer, or agent of the DeKalb County Board of Education or DCSD may participate in the selection, award or administration of a contract if he or she has a real or apparent conflict of interest.

Board Member Communication with Prospective Vendors

Vendors shall not contact Board members individually for the purpose of soliciting a purchase or contract between the time a request for proposal is formally released and a recommendation is made by the administration to the Board. If a vendor violates this prohibition during this timeframe, consideration for the vendor for award shall be invalidated. Board members shall be notified of possible violations and actions taken.

G. Optional Virtual Pre-Bid Conference

An **optional virtual pre-bid conference** will be held via Microsoft Teams at **11:00 PM EST on Tuesday, November 19, 2024.** Prospective offerors must provide the following information by **5:00 PM EST, on Monday, November 18, 2024**:

Name and Title
Company Name
Telephone Number
Email Address

This information must be sent to ***solicitationquestions@dekalbschoolsga.org.*** Please enter "**Optional Virtual Pre-Bid Conference – ITB 25-599 Computer Devices, Accessories, and Associated Services**" in the subject line of your email. An invitation will be sent via Microsoft Teams to those providing the above information no later than **Tuesday, November 19, 2024, by 1:00 PM EST.**

H. Bid Submission Deadline

All potential bidders must register as a vendor at https://dekalbschoolsga.ionwave.net.

Bids in response to this ITB must be received electronically via IonWave no later than **2:00 PM EST, Thursday, December 12, 2024.** Bids received after the stated deadline will not be considered.

I. Virtual Public Bid Opening

The public bid opening will be held virtually through **Microsoft Teams on Thursday, December 12, 2024, at 3:00 PM EST**. Those who would like to attend the virtual public bid opening, please register no later **than Wednesday, December 11, 2024, by 5:00 PM EST**, by sending an email to ***solicitationquestions@dekalbschoolsga.org***.

Please enter "**Public Bid Opening -ITB 25-599 Computer Devices, Accessories, and Associated Services**" in the subject line of your email. An invitation will be sent via Microsoft Teams to those participants no later than **Thursday, December 12, 2024, by 2:30 PM EST.**

J. Questions and Answers

It is intended that this **ITB** be adequate for any bidder to respond to DCSD's requirements. However, should bidders have questions, all questions shall be submitted electronically to: ***https://dekalbschoolsga.ionwave.net.***

Questions submitted to any other mailbox, voice mail or e-mail address will not be considered for response. The deadline to submit questions is **Friday, November 22, 2024, 12:00 PM EST.** Questions received after the deadline will not be considered.

All questions received by the deadline shall be answered in writing and both the questions and answers will be posted to the following website ***https://dekalbschoolsga.ionwave.net*** on or before **Wednesday, December 4, 2024, 4:30 PM EST.** Responses to questions will not be posted on official DCSD holidays.

PART II
GENERAL REQUIREMENTS

A. Bidder Performance

The successful bidder is required to perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of this Invitation to Bid. Specifications contained herein and in the successful response will become contractual obligations, if an award ensues. Failure of the bidder to fully perform these obligations may result in cancellation of the award and contract.

DCSD will look to the bidder and his/her identified personnel to coordinate and deliver the services described in this Invitation to Bid. The services shall not be delegated to sub- bidders or assigned to any third party.

B. Bidder Internal Coordination

DCSD will look to the bidder as having "one corporate face" and will expect the bidder to coordinate, bid and deliver those products and services best able to meet the identified needs of DCSD without DCSD's involvement in subcontractor arrangements. The terms and provisions in this bid and any subsequent contract shall bind the bidder. Nothing contained herein shall create any contractual relationship between any subcontractor and DCSD. The primary bidder will be responsible for the supervision and conduct of any subcontractors assigned to this project. Purchase order(s) will be issued to the successful bidder only.

C. News Release

Any news release or publicity pertaining to any phase of this project must be cleared through the DCSD Executive Director of Communications.

D. Non-Discrimination

DCSD does not discriminate based on race, color, religion, sex, national origin, age, or disability in any of its employment practices, education programs, services or activities.

DCSD supports an open, fair, and impartial free-market system which maximizes competition and seeks to include all responsible businesses and to provide ample opportunities for business growth and development. Minority businesses are encouraged and given the opportunity to bid on various projects; however, all responses will be evaluated on the same criteria. It is not the intention or desire of DCSD to restrict or impede competition, nor to increase the cost of the work.

E. Drug-Free Workplace

By submission of a response to this ITB, the bidder certifies that he/she and his/her employees shall not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or drugs during the performance of the contract.

F. Smoke-Free Workplace

By submission of a response to this ITB, the bidder certifies that he/she and his/her employees shall not use tobacco products on DCSD property at any time during the performance of this contract.

G. Background Checks

A criminal background check must be performed on all contractors, consultants, subcontractors, volunteers and vendors (hereinafter jointly referred to as "Individuals") who provide services on DCSD premises, supervise services on DCSD premises, or has contact with students. These Individuals shall undergo the same criminal background check, within the last 365 days, as required by DCSD employees. Such background checks will be performed by DCSD at the expense of the Individual at a cost of $45.00 per individual.

Additionally, any charges against the Individual, may be deemed unacceptable in DCSD's sole discretion regardless of whether dismissed, expunged, sealed, removed from the record, treated as a "first offender" or dead docketed. Upon receipt and evaluation of DCSD's background check results, DCSD may demand that the Individual have no contact with DCSD students or parents or provide services to DCSD premises.

Any failure of the contractor to obtain a criminal records background check through DCSD, as stated herein, may result in termination of any resulting contract between contractor and DCSD.

H. Costs Incurred

DCSD is not liable for any costs incurred by an bidder in preparing and/or submitting a response to this ITB or for any interview if requested. Any and all costs incurred by the bidder in preparing and/or submitting a response to this ITB and interviewing with DCSD (if requested) shall be the sole responsibility of the bidder and shall not be reimbursed by DCSD.

There is no guarantee of any bidder receiving an award as a result of submitting a response to this ITB.

I. Rebates And Special Promotions

The successful vendors(s) shall pass on all rebates and special promotions offered by the manufacturer during the term of the contract to DCSD. It shall be the responsibility of the vendor to notify DCSD of such rebates and/or special promotions during the contract period. The vendor(s) shall offer special promotions provided that the new price charged is for the item(s) is/are lower than what would otherwise be available through the contract. It is understood that these special promotions may be of limited duration by the vendor(s). At the end of such promotion, the standard contract price shall prevail.

J. Insurance

Certificate of Insurance and/or ACORD Form is required with solicitation submittal and required upon award. Upload this documentation under the Response Attachment tab via IonWave titled "Certificate of Insurance".

The DCSD Director of Risk Management sets insurance and indemnification requirements for each Solicitation.

Certificate of Insurance / Accord Form is required with solicitation submittal upon award. **Provision of Certificate of Insurance is a mandatory requirement.** Proposals submitted with certificates of insurance will be considered conditionally responsive to the insurance and indemnification requirement. Final award of this **ITB** will be contingent upon receipt within six (6) business days of request for insurance documentation complete with the following requirements and fully acceptable to the DCSD Risk Manager. No work will commence / no purchases will be made without the written statement of approval of insurance coverage from the DCSD Risk Manager. In the event the awarded offeror cannot produce insurance coverage acceptable to the Risk Manager within the time provided, DCSD reserves the right to award this solicitation to the first runner-up.

(1) The successful Offeror shall procure and maintain throughout the term of this agreement a policy or policies of insurance providing coverage as set forth below that shall protect the offeror and the Indemnitees (as defined in Part II, Section I of this **ITB**) from any claims for bodily injury, property damage, or personal injury which may arise out of offeror's operations under this agreement. The foregoing policies shall be obtained from insurance companies approved to do business in the State of Georgia and companies acceptable to DCSD. Offeror shall procure the insurance policy(ies) at the offeror's own expense and shall furnish to DCSD a certificate of insurance containing the following:

(a) Name and address of authorized agent;
(b) Name and address of insured;
(c) Name of insurance company;
(d) Description of coverage in standard terminology;
(e) Policy period;
(f) Policy Number;
(g) Limits of liability;
(h) Name and address of certificate holder;

(i) Acknowledgment to the DCSD of notice of expiration or cancellation;
(j) Signature of authorized agent;
(k) Telephone number of authorized agent; and
(l) Details of policy exclusions applicable to this agreement in comments section of insurance certificate.

All certificates evidencing primary and excess layers shall be renewed and kept current and up to date on an annual basis.

(2) Offeror is required to maintain the following insurance coverage during the term of this agreement:

(a) Workers Compensation Insurance in the amounts of the statutory limits established by The General Assembly of the State of Georgia. Offeror shall have the ability to self-insure its required workers' compensation coverage if offeror is an approved self-insurer in the State of Georgia.

(b) Commercial General Liability Policy, or equivalent coverage, to include products and completed operations liability and contractual liability. The Commercial General Liability Policy shall have dollar limits sufficient to insure that there is no gap in coverage between this policy and any excess or Commercial Umbrella Policy described below.

(c) Automobile Liability Policy to include but not be limited to liability coverage on any owned, non-owned and hired vehicle used by offeror or offeror's personnel in the performance of this agreement. The Comprehensive Automobile Policy shall have dollar limits sufficient to insure that there is no gap in coverage between this policy and the excess or Commercial Umbrella Policy required under this agreement.

(d) Commercial Umbrella or Excess Liability Policy, which must provide the same or broader coverage than those provided for in the above Comprehensive General Liability and Business Auto Policies. Policy limits for the Commercial Umbrella or Excess Liability Policy shall have an annual occurrence and annual aggregate limit not less than $2,000,000 per claim.

(e) Professional Liability or Errors & Omissions coverage with limits not less than $2,000,000 per claim/$2,000,000 aggregate. The deductible shall not exceed $10,000 per claim.

(f) Under all coverage and certificates required hereunder, policies shall or be endorsed to include the following terms and conditions:

(i) All policies and coverage shall be on an "occurrence" not "claims made" basis (excepting (e) above)

(ii) The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed, allowed to lapse for any reason until at least thirty (30) days prior written notice has been given to DCSD.

(iii) Shall waive all right of subrogation against Indemnitees (as defined in Part II, Section I of this **ITB**) for losses arising out of this agreement.

(iv) A severability of interest or cross liability clause or endorsement applies to commercial general liability and excess liability policies.

(v) Certificates of Insurance showing such coverage to be in force shall be filed with DCSD prior to commencement or continuation of any work under this agreement.

(vi) All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

(g) Under coverage and certificates required under Sections 2(a), 2(b), (c), and (d) above, policies shall be endorsed to include the following terms and conditions:

(i) Minimum limits of $1,000,000 per occurrence $2,000,000 in the annual aggregate.
Primary limits of coverage in the amount of $1,000,000 per occurrence must be with insurers approved to conduct business in the State of Georgia. Excess or umbrella liability insurance may be placed with any insurer submitted by offeror, including captive or self-insured programs, with the prior written approval of DCSD.

(ii) Contractual liability coverage, specifically referencing this agreement and its Indemnity applies to liability assumed by the named insured.

(iii) Shall include Indemnitees as additional insured except on coverages (2) (a) and (2)(e).

(iv) Shall waive all right of subrogation against Indemnitees (as defined in Part II, Section I of this **ITB**) for losses arising out of this agreement.

(v) A severability of interest or cross liability clause or endorsement applies to commercial general liability and excess liability policies.

(vi) Shall be primary and not excess to any other coverage provided by or available to the Indemnitees (as defined in Part II, Section H of this **ITB**).

(h) Offeror shall require any and all subofferors performing work under this agreement to carry insurance of the types and with limits of liability as offeror shall deem appropriate and adequate for the work being performed. However, the obligations of the offeror to the Indemnitees assumed in Sections of Indemnification, and Insurance shall not be reduced or diminished by the standards set for the subofferors. Further, offeror agrees that their obligations to indemnify and insure the Indemnitees shall pertain to all losses arising out of the subofferor's acts or negligence in the same manner and to the same extent as if committed by the offeror. Offeror shall obtain and make available for inspection by DCSD, current certificates of insurance evidencing insurance coverage by such subofferors.

K. Indemnification

1) The successful offeror shall indemnify, defend, and hold harmless the DeKalb County School Board, the DeKalb County School District, DCSD, and their officials, officers, employees, agents, volunteers, and assigns (all of whom may collectively be referred to as "Indemnitees" throughout this **ITB**), from any and all claims, demands, suits, actions, legal or administrative proceedings, losses, liabilities, costs, interest, and damages of every kind and description, including any attorneys' fees and/or litigation and investigative expenses, for bodily injury, personal injury, (including but not limited to offeror's employees), or loss or destruction of property (including loss of use, damage or destruction of DCSD owned property) to the extent that any such claim or suit was caused by, arose out of, or contributed to, in whole or in part, by reason of any act, omission, professional error, fault, mistake, or negligence whether active, passive or imputed, of the offeror its employees, agents, representatives, or their employees, agents, or representatives in connection with or incidental to offeror's performance of the agreed-upon services regardless of whether such liability, claim, damage, loss, cost or expense is caused in part by an Indemnitee.

2) The successful offeror shall also indemnify, defend, and hold harmless the Indemnitees from any and all costs, expenses, claims, demands, rights, liabilities and causes of action inuring to offeror from events over which the Indemnitees exercise no control, such as Acts of God, strikes or government restrictions.

Offeror's obligation to indemnify any Indemnitee shall survive the completion, expiration, or termination of offeror's agreed-upon services for any reason.

L. *Illegal Immigration Reform and Enforcement Act of*

Upload this documentation under the Response Attachment tab via IonWave titled "IMMIGRATION SECURITY DOCUMENTATION".

The Illegal Immigration Reform and Enforcement Act of 2011 applies to and is a requirement for all DeKalb County School District solicitations for physical performance of services (i.e., public works contracts). **The Illegal Immigration Reform and Enforcement Act of 2011 does not apply to solicitations for items, commodities and products.**

Bidders must complete and/or have their subcontractors complete the following forms:

1) Immigration and Security Certification
2) Offeror E-Verify Affidavit
3) Contractor Affidavit (Contractor Only)
4) Subcontractor Affidavit (Subcontractor Only); and
5) Sub-Subcontractor Affidavit (Sub-Subcontractor Only)

The Immigration and Security Certification, the Offeror E-Verify Affidavit, the Contractor Affidavit, Subcontractor Affidavit and the Sub-Subcontractor Affidavit must be completed, notarized and submitted with your bid response.

I acknowledge the Illegal Immigration Reform and Enforcement Act of 2011 requirements for service providers and confirm by my signature below that the Immigration and Security Certification, the Contractor Affidavit, the Subcontractor Affidavit and the Sub-Subcontractor Affidavit are each completed, notarized and made a part of this solicitation response package. I also acknowledge that all items or services furnished to DCSD must comply with applicable federal and state immigration laws, and regulation.

_____Please check here if the Illegal Immigration and Reform Act of 2011 **does not** apply to your solicitation, because it is one for items, commodities, or products. If this does not apply to any portion of the solicitation, then the Offeror is not required to complete the Contractor Affidavit, the Subcontractor Affidavit and the Sub-Subcontractor Affidavit (reference Attachment page).

M. *Price Provisions*

In the event DCSD determines that outsourcing these services are in its best interest, with the approval of the DeKalb County Board of Education, the successful bidder will be notified in writing. A contract confirming firm fixed price and other terms shall be signed by the parties. **Services will begin on or about February 2025. The initial contract duration shall be through June 30, 2025.** The contract may contain **four (4) 1- year extension options** contingent upon DCSD's offer of such extension, the successful bidder's acceptance and the approval of the DeKalb County Board of Education to extend the contract. The contract is subject to the approval of the DeKalb County Board of Education and to fiscal year funding limitations. The contract price must be held firm for the entire term of the contract. Only one (1) price change will be allowed during any 12-month period and shall be effective **at the renewal/extension anniversary**, commencing with **July 1, 2025** (the extension/renewal date) on any individual product or service included in this bid.

DCSD reserves the right to terminate any resulting contract for convenience. In the event of contract termination by DCSD, the DCSD will be responsible only for those services and deliverables that have been received and accepted. Any cancellation for convenience by DCSD shall be effective three (3) business days after receipt of the Notice of Cancellation for convenience from DCSD by the bidder. Non-performance of contract terms shall give sufficient cause for DCSD to cancel the contract. Non-performance shall be construed to include, but is not limited to, failure of the bidder to deliver equipment or perform services in the time specified or in the manner required.

N. ***Permits and Applicable Laws***

By submitting a bid, bidder acknowledges its acceptance of the ITB specifications and the contract terms and conditions without change except as otherwise expressly stated in the submitted bid.
If a bidder takes exception to a contract term or provision, the offeror must state the reason for the exception and state the specific contract language it proposes to include in place of the provision. Any exceptions to the contract must be submitted as an attachment to the bidder's response. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements specified in the ITB.

Bidders shall at their own expense obtain all necessary permits, certifications, and licenses and shall comply with all applicable local, state, and federal laws, ordinances, rules, and regulations necessary to the full execution of the requirements stated herein. Bidders shall maintain all such permits, licenses, certifications, and compliances in a current status throughout the course of the contract. Bidders shall submit copies of permits, licenses, and certifications evidencing proof of the aforementioned immediately upon request of DCSD. Bidders shall be in compliance with registration with the Georgia Secretary of State's office as applicable.

O. ***Infringement***

Bidder shall fully indemnify Indemnitees against any claims of infringement of any patent, copyright, trade secret, trademark, or other intellectual property rights related to the bidder's response to this ITB or services performed upon contract award. Bidder's obligation to indemnify any Indemnitee shall survive the completion, expiration, or termination of bidder's agreed-upon services for any reason.

P. ***Ownership Rights***

DCSD shall retain ownership rights to the contents of all documents, supporting literature, and data submitted by bidders to this ITB.

Q. ***Non-Collusion***

Upload this documentation under the Response Attachment tab via IonWave titled "NON-COLLUSION"

Bidders shall fully certify that they, as individuals or as officials of a business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this ITB. Further, bidders guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

R. ***Conflict of Interest***

Upload this documentation under the Response Attachment tab via IonWave titled "Conflict of Interest".

Bidder shall use its best efforts to disclose with their proposal the name of any officer, director, or agent who also is a DCSD employee, agent, representative, contractor, immediate family member (spouse, child, sibling, or parent or the spouse of a child, sibling or parent) or DeKalb County Board of Education member. Bidders shall also disclose the name of any DCSD employee, agent, representative, contractor, immediate family member or board member who owns, directly or indirectly, an interest in five percent or more in the Bidder's company or any of its branches. In the event the Bidder was aware of a conflict of interest prior to the award of the contract and did not disclose the conflict DCSD may, at its discretion, terminate the contract for default. The Bidder further agrees that, if after award, a conflict of interest is discovered, an immediate and full disclosure in writing must be made to the **DCSD Vendor Services- Procurement Department** which must include a description of the action which the Bidder has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, DCSD may, at its discretion, cancel the contract. Bidders shall certify that their response to this **ITB** is impartial, at arms-length, and free of any conflict of interest at this time, unfair advantage, or personal benefit to any DCSD official.

S. Financial Stability

Upload this documentation under the Response Attachment tab via IonWave titled "FINANCIAL STATEMENTS".

1. Bidders shall provide a copy of their company's audited financial statements for the previous two (2) years – 2022 and 2023. A certified audit is preferred however, an offeror's 2022 and 2023 tax returns and balance sheets will be accepted.
2. Indicate here if your company is publicly traded or not publicly traded:
   My company is publicly traded. _____/
   My company is not publicly traded. _____/
3. If your company is a publicly traded company, provide a copy of your company's annual report for the previous two (2) years – 2022 and 2023.
4. List all civil and criminal proceedings your company has been the subject of, or named a party in, and provide the outcome of those proceedings. This list should include any lawsuits, administrative actions, or litigation to which your company is currently a party or has been a party. Please explain the basis for all claims, your response to those claims and state whether a settlement was reached, or a judgment entered.
5. State whether your company, or any affiliate currently or previously associated with your company, has ever filed a petition in bankruptcy, taken any actions with respect to insolvency, reorganization, receivership, moratoriums or assignment for the benefit of creditors, or otherwise sought relief from creditors.
6. State whether your company was the subject of any order, judgment or decree not subsequently reversed, suspended or vacated by any court permanently enjoining your company from engaging in any type of business practice.

T. No Obligation/No Order(s) Guaranteed/Cost to Bid

The contract will be awarded to the lowest responsive and responsible bidder meeting the specifications within this Invitation to Bid if the appropriate funds are available and the contract is approved by the DeKalb County Board of Education. The acquisition of any program, product, or element by bidders to satisfy any requirements of this Invitation to Bid is the sole responsibility of bidders. There is no guarantee that any bidder will receive an order as a result of a bid or request for quotation. Any/all costs incurred, including sample submission (if required) by the bidder in preparation and submission of this bid, including catalog mailing, are the sole responsibility of the bidder. Expenses incurred by the bidder will not be reimbursed by DCSD or become a reason for placing an order with the bidder.

U. *Confidentiality and Non-Disclosure*

Information made available to bidders by DCSD shall be used only for purposes related to responding to this ITB and shall not be used for any other purpose without the express written permission of DCSD.

Bidders to this ITB unequivocally agree to assume responsibility for protecting and safeguarding the confidentiality of DCSD records that are not public information. Such information may include but is not limited to student and human resource file contents.

V. Business License

Upload this documentation under the Response Attachment tab via IonWave titled "BUSINESS LICENSE".

Bidders shall submit with their bid, a copy of their valid company business license. If the bidder is a Georgia corporation, bidder shall submit a valid county or city business license. If the bidder is not a Georgia corporation, bidder shall submit a certificate of authority to transact business in the state of Georgia and a copy of their valid business license issued by their home jurisdiction. If bidder holds a professional certification which is licensed by the state of Georgia, bidder shall submit a copy of their valid professional license. Any license submitted in response to this requirement shall be maintained by the bidder for the duration of the contract.

W. Protest Process

This section describes the mandatory administrative procedure whereby Bidders submitting sealed competitive bids/proposals (hereinafter referred to as "bidders") to DCSD for proposals worth $100,000 or more may challenge the solicitation process, and whereby bidders on sealed competitive bids directly related to Vendor Services for proposals worth $100,000 or more, may challenge contract awards.

1. **Protests.** A bidder may file a written protest challenging DCSD's compliance with applicable procurement procedures subject to the bidder's compliance with the provisions outlined below. Any such written protest will be resolved in accordance with these provisions:

a) appropriate identification of the solicitation;
b) a statement of reasons for the protest;
c) supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time (in which case the Bidder must proceed to file the protest during the filing period identified below but state the expected availability of the material); and the desired remedy.

2. **Types of Challenges.** Any bidder interested in and capable of responding to a competitive solicitation may file a protest with respect to the competitive solicitation process including, but not limited to, a challenge to specifications or any events or facts arising during the solicitation process. Any bidder submitting a timely bid/proposal in response to a competitive solicitation may file a protest with respect to DCSD's intended or actual contract award including, but not limited to, events or facts arising during the evaluation and/or negotiation process.

3. **Form of Protest**. At a minimum, the written protest must include the following:

a) the name and address of the protestor;
b) appropriate identification of the solicitation;
c) a statement of reasons for the protest;
d) supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time (in which case the Bidder must proceed to file the protest during the filing period identified below but state the expected availability of the material); and the desired remedy.

DCSD, at its discretion, may deem issues not raised in the initial protest as waived with prejudice by the protesting Bidder.

4. **Filing Protests.** A protest is considered to be properly filed when it is in writing, signed by a company officer authorized to sign contracts on behalf of the Bidder, and is received by the Vendor Services. The protest may be sent by any of the following means:

MAIL: Attention: Carla Smith, *Executive Director*
DeKalb County School District
Vendor Services
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083
Email: *solicitationquestions@dekalbschoolsga.org*

The Bidder must observe the following deadlines when filing a protest:

Type of Protest	Protest Filing Deadline
Challenge to Competitive Solicitation Process	Two (2) business days prior to the closing date and time of the solicitation as identified on the Invitation to Bid.
Challenge to an Intended or Actual Contract Award	In the event DCSD posts a Notice of Intent to Award ("NOIA"), the protest must be filed within ten (10) calendar days of the date the NOIA is posted.
	In the event DCSD does not post a NOIA, the protest must be filed within ten (10) calendar days of the date the Notice of Award ("NOA") is posted.

If a bidder fails to file a protest by the applicable deadline, such failure shall be deemed as a waiver with prejudice of any grounds the bidder may have for protest.

5. **Stay of procurement during protest review.**
When a protest challenging the competitive solicitation process has been timely filed at least two (2) business days prior to the closing date and time, the solicitation shall not close until a final decision resolving the protest has been issued, unless the facilities management department makes a written determination that the closing of the solicitation without delay is necessary to protect the interests of DCSD.

When a protest challenging an intended contract award has been timely filed, DCSD shall not proceed to actual contract award unless the **Vendor Services Department** makes a written determination that the issuance of a contract or performance of the contract without delay is necessary to protect the interests of DCSD. If it is determined that it is necessary to proceed with contract performance without delay, the bidder/Offeror with this contingent contract may proceed with performance and receive payment for work performed in strict accordance with the terms of the contract. The provisions of this paragraph are not applicable to a protest pertaining to events or facts arising during the solicitation process.

6. **Protest Resolution.**
The Vendor Services Department shall review and issue a written decision on the protest within seven (7) business days. This decision shall be deemed final. Available remedies for sustained protests are as follows:

- If a protest is sustained prior to the closing date and time of the solicitation, available remedies may include, but are not limited to, the following: modification of the solicitation document including, but not limited to, specifications and terms and conditions; extension of the solicitation closing date and time (as appropriate); and cancellation of the solicitation.
- If a protest of the intended/actual contract award is sustained, available remedies may include but are not limited to, the following: revision or cancellation of the NOIA/NOA, re-evaluation and re-award, or re-solicitation with appropriate changes to the new solicitation.

7. Costs
In no event shall a bidder be entitled to recover any costs incurred in connection with the solicitation or protest process, including, but not limited to, the costs of preparing a bid/proposal, the costs of participating in the protest process, or any attorney fees.

PART III
SCOPE OF WORK

A. Purpose/Project Overview

The DeKalb County School District (DCSD) is seeking bids from qualified vendors to provide computer devices, accessories, and associated services throughout the District as outlined in the scope of work below. The purpose and intent of this ITB is to establish a term contract to purchase computer devices and services to support the DCSD DIIT Department. Awarded bidder shall provide devices and services in accordance with the specifications, requirements and terms and conditions stated herein.

The work to be done under this contract includes, but is not limited to; providing all labor, materials, supervision, equipment, incidentals, all related items, services, and all things necessary to complete the work in accordance with the specifications contained herein. No work within the scope of this contract shall be done without a valid purchase order. Any and all additional work or service required must be submitted in the form of an **estimate** to the DCSD DIIT Department.

Awarded bidder shall provide equipment and services in accordance with the scope of work, requirements and terms and conditions stated herein. Services shall include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, all other cost and charges, and all things and services necessary and in accordance with the requirements of this ITB. There shall be no add-on charges of any kind.

DCSD reserves the right to make multiple awards.

Award(s) will be made to the lowest responsive and responsible bidder(s) meeting all specifications and requirements. The bidder(s) who submits the lowest price, whose bid meets the specifications, terms, and conditions set forth in the Invitation to Bid, and who is clearly capable of delivering the product(s) or service(s) specified, will be recommended to the Board for approval.

The DCSD reserves the right to accept or reject any part of a submitted bid, to accept the entire bid from one bidder, to accept portions of the bid from several bidders, or to reject all bids submitted or waive any minor irregularity. DCSD, at its discretion, determines the process whereby bids are awarded. No damages shall be recoverable by any challenger as a result of these determinations or decisions by DCSD.

B. Project Scope of Work

The DeKalb County School District (DCSD) requests bids from qualified offerors for computer devices and accessories including but not limited to administrative and instructional Chromebooks, laptops, laptop carts, desktops, and associated services in accordance with the specifications, terms and conditions stated herein. Bidders shall provide pricing that includes storage, warehousing, delivery, shipping, imaging, engraving, inside delivery, on-site installation, training, activation, configuration/testing, acceptance, all paperwork (including asset tagging, etc.) and all things necessary for the provision of Chromebooks, laptops, laptop carts, desktops, and associated services.

1. Pricing

Pricing shall be broken down into three (3) categories:

Category 1: Line Item Purchases – Line item purchases will be made on an as needed basis. All pricing in this category shall include:

- Imaging of each device/workstation (Master image will be supplied by DCSD).
- Delivery and installation which includes but is not limited to the set up of all PC components and complete configuration as specified by DCSD (subject to modification at the discretion of DCSD), removal of all packing materials from DCSD property, complete all DCSD paperwork including barcoding. Please refer to **Attachment B-1** for a more extensive list of delivery and installation requirements.
- All purchases in this category shall meet all requirements listed in **Attachments B-1 – B-4.**

Category 2: Relocation/Warehousing – Relocation/Warehousing will consist of the following:

- Removal and re-installation of any DCSD computers (existing and new) including all locking devices, cables, speakers, keyboards and mice without offeror storage, within the DCSD facility. **(Price per system)**
- Removal and re-installation of DCSD computers including all locking devices, cables, speakers, keyboards and mice without offeror storage, between facilities. **(Price per system)**
- Removal and re-installation of DCSD computers including all locking devices, cables, speakers, keyboards and mice with offeror storage (after 90-day free storage included) per month. **(Price per system)**
- Storage cost per month **(Price per system)**
- Pricing shall include adds, moves and changes (run rate) which requires equipment to be distributed as needed to DCSD staff and students. The offeror is required to store up to 200 computers at no cost.

Category 3: Catalog Discount – Items not specified in Category 1, will be priced based on a set catalog discount per manufacturer. The purchases made from Category 3 must meet the same requirements as stated in Category 1. Only those bidders receiving an award for at least one item in Category 1 and responding in full to Category 2 will receive award for Category 3. Bidders only responding to Category 3 will not be considered.

DCSD reserves the right to award items to multiple vendors.

2. Service and Support Requirements

Bidders shall meet the following service and support requirements at a minimum:

a. Ordering and Installation Requirements: Refer to **Attachment B-1**

b. Support Personnel Requirements: Refer to **Attachment B-2**

c. System Certification Requirements: Refer to **Attachment B-3**

d. Expressed Warranty Service Requirements: Refer to **Attachment B-4**

C. References Upload this document under the Response Attachment tab via IonWave titled "References".

Bidder must provide the names and contact phone numbers of at least three **(3)** current clients, preferably clients comparable to DCSD, for whom the bidder is providing or has provided comparable services. Bidder's Reference Form, **References will be contacted.**

D. Brochures, Catalogs, Manuals, Websites, Literature

In addition to the formal response to this ITB, all bidders are encouraged to submit brochures, catalogs, manuals, website materials, industry literature, and any other marketing and informational media which will support and enhance their submission value.

E. REQUIRED CONTENT / DOCUMENT CHECKLIST

All potential respondents must register as a vendor at https://dekalbschoolsga.ionwave.net.

IMPORTANT NOTICE: Submittals to this solicitation will be received electronically on the DeKalb County School District website at ***https://dekalbschoolsga.ionwave.net***.

IonWave will not accept a bid submission without the required documents listed below. Failure to upload the required information and/or documentation required in this solicitation may cause the submission to be declared non-responsive and rejected.

All ITB submissions must include the following items and attachments:

- ITB Document – ITB 25-599 Computer Devices, Accessories, and Associated Services **(Upload Required)**
- Audited Company Financial Statements/Company Annual Reports for 2022 and 2023 **(Upload Required)**
- Business License **(Upload Required)**
- Certificate of Insurance **(Upload Required)**
- Attachment A – Bid Form **(Upload Required)**
- Attachment A-1 – Bid Form **(Upload Required)**
- Attachment B-1 – Ordering and Installation Requirements Questionnaire **(Upload Required)**
- Attachment B-2 – Support Personnel Requirements Questionnaire **(Upload Required)**
- Attachment B-3 – System Certification Requirements Questionnaire **(Upload Required)**
- Attachment B-4 – Expressed Warranty Service Requirements Questionnaire **(Upload Required)**
- Attachment C – Critical Paragraphs **(Upload Required)**
- Attachment D- Bidder's Client Reference Form **(Upload Required)**
- Attachment E – Statement of Confidentiality and Non-Disclosure **(Upload Required)**
- Attachment F- Suspension and Debarment **(Upload Required)**
- Attachment G– Conflict of Interest **(Upload Required)**
- Attachment H – Immigration & Security Certification **(Upload Required)**
- Attachment I- Non-Collusion **(Upload Required)**
- Attachment J – Signature Page **(Upload Required)**
- Brochures, manuals, websites, literature, and/or other marketing media
- Addenda – Each individual Addendum must be printed, signed, and uploaded (if applicable).

Attachment A

ITB 25-599
Computer Devices, Accessories and Associated Services
Bid Form

Bidder must provide costs to DCSD associated with the items and services requested in this ITB. Pricing must be submitted on the requested form and in the format requested. **Alterations to the bid form may result in the bid being deemed non-responsive and rejected.**

Pricing shall include all associated services in accordance with Part III Scope of Work of this ITB.

Pricing shall also include all labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, all other costs and charges necessary to perform the services requested in this ITB.

Bidders shall complete and upload Attachment A-1-Bid Form as part of submission.

** DCSD reserves the right to request and negotiate a "best and Final" response from Bidders. **

Complete the following:

Virtucom, Inc.
Company Name

Don Tang
Authorized Company Representative Name (please print)

Chief Operations Officer
Title



Authorized Company Representative Signature

12/12/2024
Date

1 Sun Court NW, Peachtree Corners, GA 30092
Address

770-908-8100
Phone

proposals@virtucom.com
Email

Attachment B-1
ITB 25-599
Computer Devices, Accessories and Associated Services
Order and Installation Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
1	All purchase orders will be issued to the awarded offeror. No third-party purchase orders will be issued.	DT	
2	DeKalb County School District (DCSD) requires the offeror to have adequate local warehouse space preferably in DeKalb County for short-term storage (up to 90 days at no cost to DCSD) for computers, laptops and other devices purchased from the offeror. The offeror will then deliver and install the items listed on the purchase order based on the schedule issued by DCSD. *Warehouse space needed will vary per project.	DT	
3	Delivery of equipment shall be within twenty (20) business days of the offeror's receipt of purchase order(s).	DT	
4	The offeror is responsible for notifying the contact's name listed on the purchase order (i.e., bookkeeper, project manager, etc.) of the estimated delivery and installation date, 3 business days **prior** to the delivery of equipment.	DT	
5	Deliveries arriving without prior notification and confirmation will be rejected, and all return costs shall be the offeror's responsibility. No school deliveries are scheduled during testing or school closings unless authorized by DCSD. DCSD will provide the school calendar to the awarded offeror.	DT	
6	Pricing for all items shall include: Shipping, imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing **On-site installation and configuration standards will be provided to the offeror.	DT	

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
7	Shipping: Offeror shall not charge DCSD any freight or shipping charges on any orders.	DT	
8	Imaging: a. The offeror shall notify DCSD of any proposed new manufacturer model upgrades/changes within 90 days before deployment. b. The offeror shall provide two evaluation units 30-60 days prior to a DCSD install for all model upgrades/changes for testing and acceptance. c. The offeror shall image computers as directed by DCSD at the offeror's warehouse.	DT	
9	Engraving: a. The offeror shall engrave the DCSD Logo on the device. DCSD will provide the graphics file to be used. b. The computer workstations engraving area shall be on the non-removable side of the system. c. The engraving area for the laptop and portable PCs shall be on the top cover of the system.	DT	
10	Inside Delivery: a. All equipment shall be delivered inside the required location per DCSD direction. b. There are no delivery docks available. c. The offeror shall follow DCSD guidelines and schedules. The schedule may revolve around student instructional times at no additional charge or fee to DCSD.	DT	
11	On-site installation: a. The offeror shall remove equipment from the delivery truck or storage area b. The offeror shall unpack and assemble all components. c. The offeror shall transport the system to the designated workspace. d. The offeror shall test all components (CPU, monitor, DVD ROM, sound, network card, etc.) to verify that they are operational prior to affixing asset tag. See attached standards document e. The offeror shall affix asset tag and complete the DCSD inventory control paperwork at the installation site. f. The offeror shall provide DCSD an electronic version of the manufacturer reference materials for each site. g. The offeror shall remove all packing and manufacturer materials from DCSD property. h. The offeror shall not leave uninstalled equipment on-site unless authorized by DCSD contact (i.e., principal, bookkeeper, information technology technician, or project manager). i. The offeror is required to have an additional 1% or a minimum of three (3) whichever is greater, of delivery inventory available for out of box failures.	DT	

Item NO.	Ordering and Installation Requirements	Yes (Initials)	No (Initials)
12	Configuration/Testing All Computers: The offeror shall install the new system and ensure all functions are working properly and require no intervention from DCSD. Actions shall include at a minimum: a. Connect the monitors, keyboard, mouse and external cables to CPU and interactive board as necessary; b. Verify that the Windows OS is able to "boot"' correctly; c. Name and join computers to the Intune; d. Load print drivers for local printer and test printing; e. Configure network printers as required	DT	
13	Warehousing (Computers stored in the local offeror's warehouse): a. The offer shall store equipment for up to 90 days at no cost to DCSD. b. The offer shall provide a local warehouse in DeKalb County or the metropolitan Atlanta area. c. The offer shall provide warehousing for DCSD computing devices at a bonded, insured and climate-controlled location.	DT	
14	Relocation (Computers being relocated from site A to B or to a warehouse): Offeror shall perform the following steps before relocating DCSD computers: a. De-install computers ~~and lock down devices~~ b. Individually shrink wrap each computer, monitor, peripherals, cables and printers per DCSD direction; c. Label equipment with to and from destinations; and d. Complete the required DCSD paperwork (C-50s). *ammended per item 4 on Addendum No. 3	DT	
15	Dead on Arrival (DOA) a. Every computer shall be tested by the installer to ensure proper working order at the location of installation. b. If any computers are found to have major component defects, it is the offeror's responsibility to provide a new replacement unit during the installation. c. Repairs will not be accepted on DOAs. d. DOA units may not be recycled into DCSD inventory for bid fulfillment. e. DOA serial numbers shall be submitted to DCSD Project Management Office on the installation date.	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name /Signature

12/10/2024
Date

Attachment B-2
ITB 25-599
Computer Devices, Accessories and Associated Services
Support Personnel Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
1	The offeror shall provide 2 to 5 concurrent installation teams for each specified project as requested by DCSD. The installation team size will be determined by the offeror and DCSD based on project needs.	DT	
2	The offeror shall provide experienced personnel to perform the installation services. DCSD requires a hardware certification and a minimum of two (2) years of experience. Additional certifications are acceptable. DCSD reserves the right to reject any team member. The offer shall include certifications for current personnel with the proposal. Copies of certifications are also required for this proposal. Therefore, copies of the certifications for future personnel must be submitted to the DCSD Project Management Office before assigning them to an installation team.	DT	
3	The offeror's personnel working in DCSD facilities shall be bonded and insured by the offeror.	DT	
4	DCSD requires a **local** Project Manager as the single point of contact from the awarded offeror to meet with DCSD staff weekly or as needed per DCSD. The primary function of the Project Manager will be to ensure all service delivery tasks are met for DCSD including the most efficient method of order placement, shipping, delivery, and installation. **Include Project Manager credentials with the proposal and an outline of the Project Management Process. Note* Project Manager assumes all responsibility for the project.**	DT	
5	The offeror will assign an on-site project lead to manage all the installations and de-installation service activities. The project lead will ensure that all customer expectations are met and implement the services according to DCSD direction. The project lead should be the offeror's primary point of contact at a project site.	DT	
6	All invoices must include the DCSD item description and the DCSD purchase order number. Invoices must be submitted without any shipping cost, taxes, or late fees.	DT	
7	The offeror shall send invoices to the DCSD purchase order 'Ship To' address as well as		

Item NO.	Support Personnel Requirements	Yes (Initials)	No (Initials)
	the 'Bill To' department.	DT	
8	The offeror will need to assign a dedicated billing liaison able to resolve cost issues promptly.	DT	
9	DCSD requires a monthly aging report to be sent to the IT Budget Specialist via email by the 5th of each month. Including PO numbers, Invoice dates; Invoice numbers and Invoice amounts.	DT	
10	DCSD requires the invoice detail to match the details on the purchase order.		

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name /Signature

12/10/2024
Date

Attachment B-3
ITB 25-599
Computer Devices, Accessories and Associated Services
System Certification Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	System Certification Requirements	Yes (Initials)	No (Initials)
1	The offer shall provide DCSD proof of Windows certifications for all computers for current and future makes and models submitted. Include certifications of current models with the proposal. Future certifications shall be sent to the DCSD Desktop Support.		
2	All systems shall be built in an **ISO 9004** 2018 certified facility with certification for the entire manufacturing process. **Certification must be included with proposal response.**		

Virtucom, Inc.
Offeror Company Name

Company Representative Name /Signature

12/10/2024
Date

*Left blank per Addendum No. 3

Attachment B-4
ITB 25-599
Computer Devices, Accessories and Associated Services
Expressed Warranty Requirements Questionnaire

Completion of the following questionnaire is mandatory. Bidder shall place their initials in the "YES" box to indicate that each requirement can and will be met. Blanks will be considered as "No" responses. Use additional pages where detailed responses are required.

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
1	Pricing shall include a 3-year on-site manufacturer warranty for all components (i.e. CPU, monitor, keyboard, mouse, and other cards/peripherals included in purchase) including parts and labor. The complete cost of repair (parts and labor) shall be covered by the service agreement. The warranty service agreement period shall begin from the delivery/installation date and DCSD sign off date of the system.		N/A*
2	The offer shall provide repair and replacement of equipment as necessary up to the warranty expiration date. This provision shall extend until all warranty periods have expired.	DT	
3	**LEMON CLAUSE: If** a system fails three times within twelve-months, during the three-year warranty period, an identical replacement unit shall be provided by the offeror at no cost to DCSD. Lemon systems shall never be returned to DCSD inventory. If 15% of a certain model experiences a manufacturer defect within the three-year warranty period, the offeror shall recall the specific model and provide a replacement model throughout DCSD.	DT	
4	The offeror must be able to integrate with the DCSD ticketing system (Incident IQ/current system at time of proposal award) to receive, update and close work orders. DCSD Help Desk will report all warranty calls to the offeror via the DCSD ticketing system. The offeror shall use the call management system to retrieve work orders for hardware resolution.	DT	
5	DCSD Information Technology (IT) Department has the right to open the computer case and install industry standard components without voiding the warranty during the service period. DCSD acknowledges that any items added by DCSD will not be covered by the warranty.	DT	
6	The offeror must submit a document in "Plain English" outlining extended service agreement terms and conditions. This document should be worded so that the average individual can understand without interpretation by an attorney.	DT	
7	Extended Service agreement work shall be coordinated through DCSD within the IT Department. The IT Department will assign service technicians to review all warranty work orders before forwarding them to the offeror. This will minimize the number of non-warranty **issues** reported as warranty claims.	DT	

*Not applicable per Addendum No.3

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
8	If DCSD is not already an Authorized Service Provider for the manufacturer's product, then the proposal response must include a provision for up to 20 DCSD technicians to receive formal training to become authorized service providers within six months of the award date.	DT	
9	DCSD may choose to provide warranty service and receive an agreed upon maintenance fee or rebate for the performed services. The offer shall offer the training and certification exams must be offered at no cost to DCSD.	DT	
10	DCSD requires access to a toll-free telephone number for DCSD technicians to speak directly with the manufacturer's technician.	DT	
11	DCSD technicians must be able to request parts and services directly through higher-level manufacturer support for the system's life.	DT	
12	All warranty parts are exchanged with packaging and pre-paid mailer supplied by the manufacturer.	DT	
13	The offeror shall provide at least 1% at all times of a total order of complete system units at no additional cost to stock DCSD repair inventory. The delivery of the systems shall be scheduled each quarter at no charge.	DT	
14	For the life of the devices, the manufacturer must provide a web-based interface to include, but not limited to software drivers, service history, system documentation, system specifications, and on-line ordering of parts.	DT	
15	The offeror shall provide DCSD with an electronic file in Excel format that includes, but is not limited to the following information on a weekly basis unless specified otherwise: a. Product Name and Product Type b. Computer and monitor serial and model numbers and DCSD asset tags; c. Vendor Name; d. Manufacturer's Name; e. Service agreement start/end dates; f. Installation location and site ID (provided by DCSD); g. Purchase order numbers; h. Purchase Price; i. Installation/Delivery date; j. Funding Source; and k. Serial and asset tag numbers for all DOA components. Manufacturer and/or ship dates do not substitute for the installation/delivery system sign off dates.	DT	
16	If a service call requires the replacement or restoration of a hard drive, the offeror must reload the appropriate current DCSD image and confirm complete operation of the unit as originally installed.	DT	

Item NO.	Expressed Warranty Service Requirements	Yes (Initials)	No (Initials)
17	The offeror shall affix DCSD asset tags to all required equipment as decided by DCSD under the DCSD Property Accounting Procedures and complete other required DCSD administrative paperwork on the actual installation day.	DT	
18	Offeror shall provide DCSD notification for warranty equipment expiration at least 30 days before the expiration date.	DT	

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative Name / Signature

12/10/2024
Date

Attachment C
ITB 25-599
Computer Devices, Accessories and Associated Services
Critical Paragraphs

Offerors must put their initials in the space provided in front of each critical paragraph and sign below. Initials signify that the information has been read and the offeror agrees to comply with the requirement, stipulations, terms and conditions. Attach and label "Critical Paragraph."

1) DT This ITB does not commit DCSD to any offeror to this ITB. DCSD is not liable for any costs incurred by an offeror in responding to this ITB. There is no guarantee of any offeror receiving an award or contract as a result of submitting a response to this ITB.

2) DT Any news release or publicity pertaining to any phase of this ITB will be the responsibility of DCSD and must be cleared through DCSD's Department of Communications and Community Relations.

3) DT It is the responsibility of offerors to make themselves aware of and to comply with any addenda, questions and answers posted to the DCSD website in relation to this ITB. All addenda must be printed, signed by the certifying official and included in the ITB submittals. Failure to do so will cause the offeror to be deemed non-responsive to the requirements of this ITB.

4) DT Offerors to the ITB agree to fully indemnify DCSD as stated in the ITB.

5) DT Offerors certify that they have not engaged in collusion and guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced or acted in any manner to result in restriction of trade or unfair advantage.

6) DT The DCSD reserves the right to reject any and/or all responses submitted and to waive any technicalities or minor irregularities in responses received. DCSD reserves the right to award any resulting contract in the manner that is in the best interest of and most advantageous DCSD.

7) DT Offeror understands that this solicitation requires Board of Education Approval.

Attachment D

ITB 25-599
Computer Devices, Accessories and Associated Services

Attach and label "Offeror's Client References."

BIDDER'S CLIENT REFERENCES

(Please copy this form and use one form per reference.)

Attach and label "Offeror's Client References."

_____
Company Name Providing Reference

_____
Address City/State/Zip

_____
Name of Contact Person

_____
Telephone Number of Contact Person

_____
Email Address of Contact Person

_____
Date/Duration of Service Relationship

Describe in Detail Services Provided (use additional sheets if necessary):

_____

_____

_____

Important! This is a vital part of your ITB submission. DCSD will verify client references. It is advisable that you inform your reference contact person that you have listed them for reference.

*Completed Attachment D Bidder's Client References can be found in a separate upload.

Attachment E
ITB 25-599
Computer Devices, Accessories and Associated Services
Statement of Confidentiality and Non-Disclosure

Any non-public information made available to the offeror by DCSD in relation to this ITB shall be used only for those purposes outlined in the ITB document and shall not be used in any other way without the written permission of the DCSD.

If the offeror is uncertain about the proposed use of information provided in relation to this ITB, the offeror shall consult with the DCSD ITB contact person as identified in the ITB document for clarification.

The offeror agrees to assume full responsibility for protecting the confidentiality of DCSD records that are not public information. Such information may include but is not limited to student and employee data and other written and oral information of a personal and/or confidential nature, which shall be safeguarded by the offeror to ensure that it is not improperly disclosed.

Virtucom, Inc.
Offeror Company Name

Don Tang /
Company Representative

12/10/2024
Date

Attachment F

ITB 25-599
Computer Devices, Accessories and Associated Services

SUSPENSION AND DEBARMENT CERTIFICATION

By submitting this ITB, the offeror certifies that the proposing company and/or its principals have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

Further, by submitting this ITB, the offeror certifies that all lower tier participating individuals and/or company(s) and all respective principals of lower tier participants have not been suspended, excluded, disqualified, debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in any transaction by any federal or state department or agency and that the offeror complies with all applicable orders, rules and regulations related thereto.

The certification placed herein is a material representation of fact upon which reliance will be placed as ITB submissions are evaluated and any transaction is entered into. If it is later determined that the prospective offeror has knowingly rendered an erroneous certification, the DCSD may pursue all available remedies, including but not limited to suspension and/or debarment.

The prospective offeror shall provide immediate written notice to the DCSD Purchasing Department if at any time the prospective offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The prospective offeror agrees by submitting this form that, should the proposed transaction be entered into, the prospective offeror shall not knowingly enter into any lower tier transaction with a person or entity that is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction.

By signing and submitting this form, the offeror is providing the certification set out above.

Signature of Engaging Official: Virtucom, Inc. / _____ Date: 12/10/2024

(Offeror Company Name/Certifying Official Signature)

Further, the DCSD's Purchasing Department will check the SAMS website at https://www.sams.gov/SAM/ to determine if the offeror is listed.

Attachment G
ITB 25-599
Computer Devices, Accessories and Associated Services
Conflict of Interest

Upload this documentation under the Response Attachment tab via IonWave titled "CONFLICT OF INTEREST"

Bidder shall use its best efforts to disclose with their proposal the name of any officer, director, or agent who also is a DCSD employee, agent, representative, contractor, immediate family member (spouse, child, sibling, or parent or the spouse of a child, sibling or parent) or DeKalb County Board of Education member. Bidders shall also disclose the name of any DCSD employee, agent, representative, contractor, immediate family member or board member who owns, directly or indirectly, an interest in five percent or more in the Bidder's company or any of its branches. In the event the Bidder was aware of a conflict of interest prior to the award of the contract and did not disclose the conflict DCSD may, at its discretion, terminate the contract for default. The Bidder further agrees that, if after award, a conflict of interest is discovered, an immediate and full disclosure in writing must be made to the DCSD Purchasing Department which must include a description of the action which the Bidder has taken or proposes to take to avoid or mitigate such conflicts. If a conflict of interest is determined to exist, DCSD may, at its discretion, cancel the contract. Bidders shall certify that their response to this Bid is impartial, at arms-length, and free of any conflict of interest at this time, unfair advantage, or personal benefit to any DCSD official.
Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

Virtucom, Inc. / Don Tang
Company Name/Certifying Official Signature

Date: 12/10/2024

Attachment H
ITB 25-599
Computer Devices, Accessories and Associated Services

IMMIGRATION & SECURITY CERTIFICATION

If you are providing service, performing work or delivering goods to the DeKalb County Board of Education/DeKalb County School District including, but not limited to schools, warehouses and central offices, the applicable Georgia Security and Immigration Compliance documents found here must be completed, signed, notarized and submitted with your bid/proposal. Failure to provide this document with your bid/proposal will result in the disqualification of the bid/proposal.

1) Offeror/Bidder (the "Offeror") shall at all times comply with the Georgia Security and Immigration Compliance Act, as amended, O.C.G.A. § 13-10-90 et. Seq.

2) In order to insure compliance with the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603 and the Georgia Security and Immigration Compliance Act, as amended by the Illegal Immigration Reform Act of 2011, O.C.G.A. § 13-10-90 et. Seq. (collectively the "Act"), the Offeror **MUST INITIAL** the statement applicable to Offeror below:

(a) DT **(Initial here)**: order to comply with the Act; is authorized to use and uses the federal authorization program under the federal work authorization user identification number issued on the date of authorization below; will continue to use the authorization program throughout the contract period; Offeror further warrants and agrees Offeror shall execute and return any and all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq. [Offerors who initial (a) must attach and return a signed, notarized Contractor Affidavit and Agreement with the Contract if awarded];

or

(b) _____ **(Initial here)**: Offeror warrants that he/she does not employ any other persons, and he/she does not intend to hire any employees or to perform the Contract. [Offerors who initial (b) must attach and return a signed, notarized Affidavit of Exception with the Contract if awarded];

or

3) I DT **(Initial here)**: Offeror is an individual who is licensed pursuant to Title 26 or Title 43 or by the State Bar of Georgia and is in good standing when such contract is for services to be rendered by such individual and thus does not have to provide an affidavit.

4) DT **(Initial here)** Offeror will not employ or contract with any subcontractor in connection with a covered contract unless the subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides Offeror with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

5) DT **(Initial here)** Offeror agrees that, if Offeror employs or contracts with any sub-contractor in connection with the covered contract under the Act and DOL Rules 300-10-1- .01, et seq that Offeror will secure from each sub -contractor at the time of the contract the sub-contractor's name and address, the employee-number applicable to the sub-contractor, the date the authorization to use the federal work authorization program was granted to sub-contractor; the subcontractor's attestation of the subcontractor's compliance with the Act and Georgia Department of Labor Rule 300-10-1-.01, et seq.; and the subcontractor's agreement not to contract with sub-subcontractors unless the sub-subcontractor is registered, authorized to use, and uses the federal work authorization program; and provides subcontractor with all affidavits required by the Act and the rules and regulations issued by the Georgia Department of Labor as set forth at Rule 300-10-1-.01 et. Seq.

6) DT **(Initial here) Offeror** agrees to provide the DeKalb County School District with all affidavits of compliance as required by O.C.G.A. § 13-10-90 et seq. and Georgia Department of Labor Rules 300-10-1-.01, et seq within five (5) business days of receipt.

Signature	12/10/2024 Date
33659 EEV/Basic Pilot Program User Identification Number	6/7/2010 Date of Authorization

Firm Name: Virtucom, Inc.

Street/Mailing Address: 1 Sun Court NW

City, State, Zip Code: Peachtree Corners, GA 30092

Telephone Number: 770-908-8100

Email Address: proposals@virtucom.com

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
10 DAY OF December, 2024

Notary Public: N/A*

My Commission Expires: 9/4/2027

*Notarized form can be found in a separate upload.

DEKALB COUNTY SCHOOL DISTRICT
Offeror E-Verify Affidavit

By executing this affidavit, the undersigned Offeror verifies its compliance with **Immigration Reform and Control Act of 1986 (IRCA), Pub.L. 99-603**, stating affirmatively that the individual firm or corporation which is engaged in services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established by federal law and regulation. Furthermore, the undersigned Offeror will continue to use the federal work authorization program throughout the contract period. Offeror hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number:	33659
Date of Authorization:	6/7/2010
Name of Project:	**Computer Devices, Accessories, and Associated Services**
Solicitation Number (if applicable):	**ITB 25-599**
Name of Public Employer:	**DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on Dec., 10, 2024 in Peachtree Corners (city), Georgia (state)

Signature of Authorized Officer or Agent 

Printed Name and Title of Authorized Agent: Don Tang, Chief Operations Officer

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 10 DAY OF December, 2024.

Notary Public N/A*

My Commission Expires: 9/4/2027

*Notarized form can be found in a separate upload.

DEKALB COUNTY SCHOOL DISTRICT
Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual firm or corporation which is engaged in the physical performance of services on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification number: N/A

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 202__ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: N/A

Date of Authorization: _____

Name of Subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**

Solicitation Number (if applicable): **ITB 25-599**

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

DEKALB COUNTY SCHOOL DISTRICT
Sub-subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A.§ 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for _____ and _____ on behalf of the **DeKalb County School District** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with information required by O.C.G.A §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to _____. Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. Sub-subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number: N/A

Date of Authorization: _____

Name of Sub-subcontractor: _____

Name of Project: **Computer Devices, Accessories, and Associated Services**
ITB 25-599

Solicitation Number (if applicable): _____

Name of Public Employer: **DeKalb County School District**

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on ____, _____, 202___ in _____ (city), _____ (state)

Signature of Authorized Officer or Agent _____

Printed Name and Title of Authorized Agent: _____

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____, 20___.

Notary Public _____

My Commission Expires: _____

Attachment I

ITB 25-599

Computer Devices, Accessories and Associated Services
Non-Collusion

Upload this documentation under the Response Attachment tab via IonWave titled "NON-COLLUSION"

Bidders shall fully certify that they, as an individual or as an engaging official of a formal business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this bid. Further, bidders guarantee that their response are not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

Bidder must sign below acknowledging the above statement.

Signature of Company Representative:

Virtucom, Inc. / Don Tang

Company Name/Certifying Official Signature

Date: 12/10/2024

Attachment J
ITB 25-599
Computer Devices, Accessories and Associated Services
SIGNATURE PAGE

I certify that I have read this ITB document in its entirety and agree to conform to and comply with the terms, conditions and requirements of this ITB. I also certify that I am a duly appointed official of the offering company with the authority to authorize and engage this ITB submittal. Further, I certify that the contents of the response to this ITB are true, accurate and complete.

Don Tang
Printed Name/Engaging Authorized Company Official

Chief Operations Officer
Position/Title

Virtucom, Inc.
Offeror's Company Name


Signature/Engaging Authorized Company Official

proposals@virtucom.com
E-mail address

770-908-8100
Telephone Number

12/10/2024
Date

END

OF

SOLICITATION

DeKalb County School District

Dedicated Local Services: Virtucom's Proposed Solution to Invitation to Bid (ITB) 25-599

Due December 17, 2024
at 2:00 PM

virtucom®
understanding. technology.

Via Electronic Delivery

December 17, 2024

Vendor Services Department
Procurement
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083

Virtucom, Inc. Headquarters
1 Sun Court Northwest
Peachtree Corners, GA 30092
Phone: (770) 908-8100
Toll Free: (800) 890-2611
Fax: (770) 908-8007
https://virtucom.com/

Subject—Dedicated Local Services: Virtucom's Proposed Solution to "Invitation to Bid (ITB) 25-599 Computer Devices, Accessories, and Associated Services"

Dear Dr. Belcher, Dr. Horton, and DeKalb County School District:

Thank you for the opportunity to submit our proposal to strengthen Virtucom's current services to DeKalb County Schools by supporting your current and future needs.

We have extensive experience in this field and will use that background to provide you a smooth and efficiently operated 1:1 experience. It is our role as your trusted advisor and partner to continue to alleviate any challenges you may face.

Virtucom is honored, humbled, and grateful to have a long-lasting relationship with DeKalb County Schools. This is a relationship we do not take lightly as we have tremendous pride coupled with a strong sense of responsibility to bring you excellence in all of your technology needs. Our commitment to you is unwavering and steadfast. You continue to be our priority!

Enclosed, please review the proposal that our team along with our vendor partners are presenting for your consideration. We believe you will find unparalleled value in this approach to provide an ecosystem of world class technology solutions in the Ed-Tech industry. We will ensure all facets of the solutions we provide you will be complete and the best valued pricing with a strong partnership between DeKalb Country Schools and Virtucom!

If you have any questions or need further information upon review of this proposal, please let us know.

Sincerely,

Dr. Thomas A. Wilson
President of Customer and Employee Relations
404-666-4650
twilson@virtucom.com

Jenny Tang
Founder and CEO
404-666-4636
jtang@virtucom.com

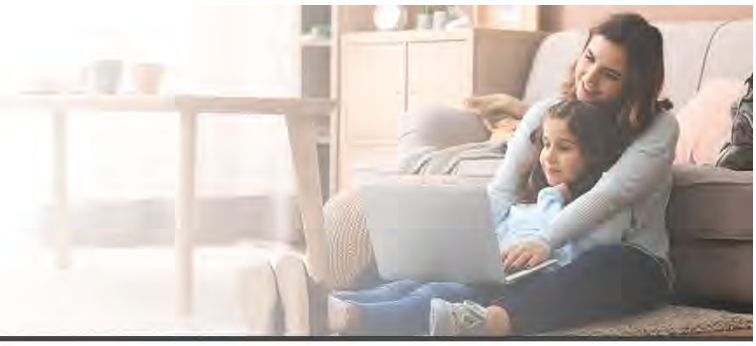
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Executive Summary





Why Virtucom?
Flexible Programs
Experienced Staff
In-House Services
Rapid Implementation
Ongoing Support

Virtucom has been a proud partner of DeKalb County School District since 2011, cultivating over a decade of trust, collaboration, and shared dedication to advancing educational excellence. Located nearby DeKalb County, Virtucom is deeply intertwined with the local community, reflected in 25% of our local workforce residing within Dekalb County. We are honored by the chance to continue our long-term relationship with DCSD. For over twelve years, we have invested in the communities of DCSD, and we hope you will consider our dedication to your District and your missions when evaluating our proposal.

Our understanding of this ITB is that DCSD is is soliciting a dedicated and capable local partner to provide Chromebooks, Desktops, Laptops, Laptop/Chromebook Carts, and the associated services to include imaging, etching, tagging, inventory, configurations, delivery, project management, and all other services as specified in this ITB. As your current provider of these devices and services, we are offering a simple, smooth transition into the new devices and services. Because we are familiar with DCSD processes, having been your trusted EdTech partner for many years, we have the unique ability to offer a plug-and-play solution for DCSD. While we understand this is a similar project to the previous ITB, we will always strive to improve our services to best serve your District and your unique challenges.

These challenges include purchasing and selecting the right technology to match your needs, maintaining relationships with technology manufacturers, and keeping up with technology trends and advancements as EdTech evolves. In recent years, securing inventory and deploying large volumes of devices has also become an increasingly difficult challenge for K-12, and because your District has so many schools, classrooms, and buildings, this challenge is multiplied. Additionally, you may face timelines that seem impossible to meet.

Virtucom offers a solution backed by extensive experience deploying large quantities of devices with services. More than that, we are a complete solutions partner for DCSD, providing customizable and flexible support wherever DCSD may need.

» Virtucom's Mission: Our objective is to be recognized as the leading provider of Educational Technology Services, reflecting integrity and professionalism in any activity we undertake.

Technology services do not exist individually. True expertise comes from familiarity with many different types of services, and combining them to create customized packages for school Districts. Understanding high level goals of DCSD is also important to us, which is why we are providing logistics and project management with the turnkey technology services requested for the devices in the ITB.



To find technology and value to meet your specifications, we are providing a menu of devices from every major manufacturer (HP, Lenovo, Dell, Acer) in order to give DCSD the best option as possible. Virtucom is an Authorized Reseller and Authorized Service Partner (ASP) with HP, Lenovo, Dell, ViewSonic and Acer. We are standing by to service and repair your end user devices.

For your services solution, we recommend our local, in-house imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing services. Each service is completed at our local headquarters in Peachtree Corners, GA by a team of trained and certified technicians, all of whom are already trained and familiar with DCSD's service needs.

In addition, we provide project management and logistics support to help overcome your integration challenges, including services like rapid delivery, inventory tracking, reporting, and ongoing warranty support. These services are customizable based on your needs.

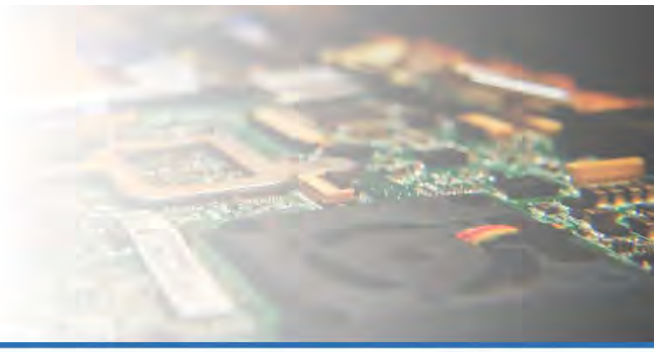
Benefits for your District:

- Local support team and headquarters in Peachtree Corners, GA
- Supporter and partner of the DCSD community since 2011
- Provided devices and services to DCSD under BID NO. 17-10
- Current provider for a plug-and-play project
- Support of a K-12 edtech exclusive company with over 29 years of experience
- Repair team that completed over 38,000 warranty repairs in 2023 (25,000 of which were ADP)
- A team experienced in handling volume (500,000+ devices protected and deployed annually)
- Speed and flexibility of a company experienced in handling high volume
- A relationship with a certified Minority and Woman Owned Business (M/WBE)
- Ongoing relationships with major manufacturers
- Preparation for current, emerging, and evolving technologies

To add value to DCSD's complete service and technology package, we are offering our VirtuCARE program. This includes a one (1) year enhanced Virtucom warranty, a buyback program, loaner devices, green bulk packaging, and battery replacements. Because DCSD is our local partner, we want you to have support beyond the standard manufacturer warranty, which is why were are offering VirtuCARE to match the duration of the standard warranty.

5K+ schools **231K+ educators** **3.6M+ students**

Technical Solution





Flexible Solutions
Custom Scheduling
Warranty Options
Partnered with Major Manufacturers
In-House Services
Rapid School Deployments

» In consideration of District requirements, we have consulted with major manufacturer in order to offer product that meets your requirements.

In partnership with major manufacturers, we are offering a menu of devices configured to meet the specifications as laid out in the ITB. During the selection process, we considered the following aspects of each device:

- District Requirements
- Distance Learning Capabilities
- K-12 Testing Standards
- Purchase Cost
- Durability
- Parts Availability
- Product Serviceability
- Manufacturer Inventory

We prioritize these traits because we want to provide a solution that is both cost effective and meets your requirements completely. We have broken down this tab by each manufacturer we are proposing for easier reading and organization. Warranty information can be found at the end of this tab.

Demo Units Available: Virtucom encourages DCSD to take advantage of a demo unit to compare to your current fleet. Upon request, Virtucom will provide a demo unit for DCSD to review to help with your selection process.

To give you the best insight into our response, we have produced a side-by-side comparison of your requirements with our proposed specifications in the following section.

Proposed HP Device Specifications

C1-A Student Chromebooks 11.6" Display: *HP Fortis x360 11 inch G5 Chromebook (A12VHUT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5x-7500 MT/s
N100/N150/N200/N250 processor (AMD equivalent acceptable)	Intel® Processor N100
11.6" Display	11.6" diagonal, HD (1366 x 768)
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211 (2x2)
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI
Minimum of 64 GB SSD	64 GB eMMC
Support HD	Yes, HD is installed
X360 Convertible (Clamshell is not acceptable)	Yes, Device is x360 model.
Gumdrop Covers	Yes
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

C1-B Student Chromebooks 12" Display: *HP Fortis x360 11 inch G5 Chromebook (A12VHUT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5x-7500 MT/s
N100/N150/N200/N250 processor (AMD equivalent acceptable)	Intel® Processor N100
12" Display	11.6" diagonal, HD (1366 x 768)
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211 (2x2)
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI
Minimum of 64 GB SSD	64 GB eMMC
Support HD	Yes, HD is installed
X360 Convertible (Clamshell is not acceptable)	Yes, Device is x360 model.
Gumdrop Covers	Yes
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

C1-C Student Chromebooks 14" Display: *HP Fortis 14 inch G11 Chromebook (9R3K2UT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5-6400
Processor - The District would like Standard and Chromebook Plus options. Chromebook Plus options should come with minimum i5 option. Intel N100 or N200 is acceptable for Standard (AMD equivalent acceptable)	Intel® Processor N100
14" Display	14" diagonal, HD (1366 x 768)
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI 1.4
Minimum of 64 GB SSD (w/256GB options). 64GB and above is acceptable for Standard	64 GB eMMC
Support HD	Yes, HD is installed
X360 Convertible, clamshell is not acceptable	No, Device is clamshell
Gumdrop Covers	Yes
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

C2-A Teacher Chromebooks 14" Display: *HP Fortis 14 inch G11 Chromebook (9R3K2UT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5
Processor - minimum i5 (AMD equivalent acceptable)	Intel® Processor N100
14" Display	14" diagonal, HD (1366 x 768)
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI 1.4
Minimum of 256 GB SSD	64 GB eMMC
Support HD	Yes, HD is installed
X360 Convertible (clamshell is acceptable)	Clamshell
Work Offline Mode	Yes
Gumdrop Covers	Yes
Manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

C2-B Teacher Chromebook 15.6" Display: *HP Fortis 14 inch G11 Chromebook (9R3K2UT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5
Processor - minimum i5 (AMD equivalent acceptable)	Intel® Processor N100
15.6" Display (14" convertible is acceptable)	14" diagonal, HD (1366 x 768)Clamshell
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI 1.4
Minimum of 256 GB SSD	64 GB eMMC
Support HD	Yes, HD is installed
X360 Convertible (clamshell is acceptable)	Yes
Work Offline Mode	Yes
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

C2-C Teacher Chromebooks 16" Display: *HP Fortis 14 inch G11 Chromebook (9R3K2UT)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8 GB LPDDR5
Processor - minimum i5 (AMD equivalent acceptable)	Intel® Processor N100
16" Display (14" convertible is acceptable)	14" diagonal
Supports Wi-Fi 6e or higher	Intel® Wi-Fi 6E AX211
Minimum of 2 USB-C ports	2 USB Type-C® 5Gbps
1 HDMI port	1 HDMI 1.4
Minimum of 256 GB SSD	64 GB eMMC
Support HD	Yes, HD is stalled
X360 Convertible (clamshell is acceptable)	Yes (Clamshell)
Work Offline Mode	Yes
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Yes, one year warranty is available

D1 CTAE, STEM, and Esport Desktop 27" Monitor: *HP Pro SFF 400 G9 (7E8Y0AV); HP Elite Tower 600 G9 (54N88AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
SFF tower (The District would like to be provided an option for both a tower and SFF desktop)	SFF and Tower Options included
16GB RAM up to 32GB RAM	16GB (1x16GB) DDR4
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel Core i7-13700
Minimum of 2 USB-C ports	1
1 HDMI port	1 HDMI
512GB SSD up to 1TB	512GB 2280 PCIe
Minimum Windows 11.0	Windows 11 Pro 64
CAT 6a Cable - 14 ft.	N/A
Scalable/Expandable Memory	Yes
Base manufacturer on-year warranty	Yes
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Included
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	NVIDIA T400 4 GB 3mDP Graphic

D2 Standard Desktop 27" Monitor: *HP EliteOne 870 G9 27 AiO (4V6C8AV); HP Pro Mini 400 G9 (7E8K2AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	AIO and Desktop with separate monitor options included
16GB RAM up to 32GB RAM	16GB (1x16GB) DDR5
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel Core i7-12700
Minimum of 2 USB-C ports	1 USB C Port
1 HDMI port	1 HDMI-in 1.4
512GB SSD up to 1TB	512GB
Minimum Windows 11.0	Windows 11 Pro 64
CAT 6 Cable - 14 ft.	Yes
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	1/1/1 (material/labor/onsite) AiO Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Included
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	HP EliteOne 870 G9 27 AiO

L1-A CTAE, STEM, and Esport Laptop 14" Display: *HP 440 G11 (8Z4M5AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB (1x16GB) DDR5
14" Display	14.0 inch
i7 Processor (AMD equivalent acceptable)	U7-155H
1 Data port preferred (Ethernet Port)	Yes
Minimum of 2 USB-C ports	2 USB C Ports
1 HDMI port	1 HDMI Port
512GB SSD up to 1TB	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L1-B CTAE, STEM, and Esport Laptop 15" Display: *HP 460 G11 (8Z674AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB (1x16GB) DDR5
15" Display	16.0 inch
i7 Processor (AMD equivalent acceptable)	U7-155H
1 Data port preferred (Ethernet Port)	1 RJ 45 Ethernet Port
Minimum of 2 USB-C ports	2 USB C Port
1 HDMI port	1 HDMI
512GB SSD up to 1TB	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L1-C CTAE, STEM, and Esport Laptop 16" Display: *HP 460 G11 (8Z674AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB (1x16GB) DDR5
16" Display	16.0 inch
i7 Processor (AMD equivalent acceptable)	U7-155H
1 Data port preferred (Ethernet Port)	1 RJ 45 Ethernet Port
Minimum of 2 USB-C ports	2 USB C Port
1 HDMI port	1 HDMI
512GB SSD up to 1TB	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L2-B Teacher Laptop 14" Display: *HP ProBook 440 G11 (8Z4M5AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16 GB
14" Display (13.3" screen is not acceptable)	14" Display
i7 Processor (AMD equivalent acceptable)	U7-155H
1 Data port preferred (Ethernet Port)	1 RJ 45 Ethernet
Minimum of 2 USB-C ports	3 USB C Ports
1 HDMI port	1 HDMI
512GB SSD	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Device (Clamshell touch is acceptable)	X360
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	Yes
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell

L2-C Teacher Laptop 15.6" Display: *HP 460 G11 (8Z679AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB (1x16GB) DDR5
15.6" Display (16" acceptable)	16 Inch Display
i7 Processor (AMD equivalent acceptable)	U7-155U
1 Data port preferred (Ethernet Port)	1 RJ 45 Ethernet
Minimum of 2 USB-C ports	2 USB C
1 HDMI port	1 HDMI
512GB SSD	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Device (clamshell touch acceptable)	Clamshell Touch
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	Yes
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell

L3 Admin Laptop 15" Display: *HP 460 G11 (8Z679AV)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32 GB RAM	16GB (1x16GB) DDR5
15" Display	16 Inch Display
i7 Processor (AMD equivalent acceptable)	U7-155U
1 Data port preferred (Ethernet Port)	1 RJ 45 Ethernet
Minimum of 2 USB-C ports	2 USB C
1 HDMI port	1 HDMI
512GB SSD up to 1TB	512GB
Minimum Windows 11.0	Windows 11 Pro 64
X360 Device Convertible/Clamshell	Clamshell Touch
Supports Wi-Fi 6e or higher	Intel AX211 Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	Yes
Scalable/Expandable Memory	Yes
Base manufacturer one-year warranty	1/1/0 Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/Microphone jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C

Proposed Lenovo Device Specifications

C1-A Student Chromebooks 11.6" Display: *Lenovo 500e Chromebook Gen 4s (83L40001US)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LP5 6400MHz RAM
N100/N150/N200/N250 processor (AMD equivalent acceptable)	N100 Processor
11.6" Display	11.6" HD Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI 1.4
Minimum of 64 GB SSD	64GB eMMC TLC Storage
Support HD	HD Resolution
X360 Convertible (Clamshell is not acceptable)	x360 Convertible
Gumdrop Covers	Gumdrop DropTech or SlimTech
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty.

C1-B Student Chromebooks 12" Display: *Lenovo 500e Chromebook Gen 4 (82W5CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LP5 6400MHz RAM
N100/N150/N200/N250 processor (AMD equivalent acceptable)	N100 Processor
12" Display	12.2" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	1 USB-C
1 HDMI port	1 HDMI 1.4
Minimum of 64 GB SSD	64GB eMMC TLC Storage
Support HD	HD Resolution
X360 Convertible (Clamshell is not acceptable)	x360 Convertible
Gumdrop Covers	Gumdrop DropTech or SlimTech
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty.

C1-C (Option 1 of 2) Student Chromebooks 14" Display: *Lenovo 14e G3 Chrome (82W7CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LP5 6400MHz RAM
Processor - The District would like Standard and Chromebook Plus options. Chromebook Plus options should come with minimum i5 option. Intel N100 or N200 is acceptable for Standard (AMD equivalent acceptable)	Intel N100 Processor
14" Display	14" FHD Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	1 USB-C
1 HDMI port	1 HDMI 1.4
Minimum of 64 GB SSD (w/256GB options). 64GB and above is acceptable for Standard	64GB eMMC TLC Storage
Support HD	Supports FHD Resolution
X360 Convertible, clamshell is not acceptable	Clamshell
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C1-C (Option 2 of 2) Student Chromebooks 14" Display: *Lenovo Flex5 Chrome G2 (83AKCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LPDDR4X 4266MHz RAM
Processor - The District would like Standard and Chromebook Plus options. Chromebook Plus options should come with minimum i5 option. Intel N100 or N200 is acceptable for Standard (AMD equivalent acceptable)	Intel Core i5-1235U
14" Display	14" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	No HDMI
Minimum of 64 GB SSD (w/256GB options). 64GB and above is acceptable for Standard	128GB eMMC TLC Storage
Support HD	Supports FHD Resolution
X360 Convertible, clamshell is not acceptable	Convertible
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-A Teacher Chromebooks 14" Display: *Lenovo Flex5 Chrome G2 (83AKCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LPDDR4X 4266MHz RAM
Processor - minimum i5 (AMD equivalent acceptable)	Intel Core i5-1235U
14" Display	14" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C, 1 USB-A
1 HDMI port	No HDMI
Minimum of 256 GB SSD	128GB eMMC TLC Storage
Support HD	Supports FHD Resolution
X360 Convertible (clamshell is acceptable)	Convertible
Work Offline Mode	Work Offline Mode
Gumdrop Covers	No Gumdrop Case
Manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-B Teacher Chromebook 15.6" Display: *Lenovo Flex5 Chrome G2 (83AKCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LPDDR4X 4266MHz RAM
Processor - minimum i5 (AMD equivalent acceptable)	Intel Core i5-1235U
15.6" Display (14" convertible is acceptable)	14" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C, 1 USB-A
1 HDMI port	No HDMI
Minimum of 256 GB SSD	128GB eMMC TLC Storage
Support HD	Supports FHD Resolution
X360 Convertible (clamshell is acceptable)	Convertible
Work Offline Mode	Work Offline Mode
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-C Teacher Chromebooks 16" Display: *Lenovo Flex5 Chrome G2 (83AKCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Teacher Chromebooks 16" Display	Touch Screen
Touch Screen	8GB LPDDR4X 4266MHz RAM
8GB or 16GB RAM	Intel Core i5-1235U
Processor - minimum i5 (AMD equivalent acceptable)	14" WUXGA Display
16" Display (14" convertible is acceptable)	Wi-Fi 6E
Supports Wi-Fi 6e or higher	2 USB-C, 1 USB-A
Minimum of 2 USB-C ports	No HDMI
1 HDMI port	128GB eMMC TLC Storage
Minimum of 256 GB SSD	Supports FHD Resolution
Support HD	Convertible
X360 Convertible (clamshell is acceptable)	Work Offline Mode
Work Offline Mode	Base manufacturer one-year warranty

D1 CTAE, STEM, and Esport Desktop 27" Monitor: *Lenovo P3 Tower (30GUCTO1WW); Lenovo M75q (11JQCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
SFF tower (The District would like to be provided an option for both a tower and SFF desktop)	Tower and SFF options included
16GB RAM up to 32GB RAM	16GB DDR5 4400MHz RAM, up to 32GB
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel i7-14700
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
CAT 6a Cable - 14 ft.	Included
Scalable/Expandable Memory	Expandable Memory
Base manufacturer on-year warranty	3-Year Manufacturer Warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Nvidia T400 4GB GDDR6

D2 (Option 1 of 2) Standard Desktop 27" Monitor: *Lenovo M70q Gen 5 (12TECTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	Tiny Form Factor
16GB RAM up to 32GB RAM	16GB DDR5 5600MHz RAM
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	i7-14700T Processor
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 Home 64
CAT 6 Cable - 14 ft.	Included
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	3-Year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	27" Monitor, 1080p, HDMI and USB-C

D2 (Option 2 of 2) Standard Desktop 27" Monitor: *Lenovo M90a Gen 5 (12SKCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	All-in-One
16GB RAM up to 32GB RAM	16GB DDR5 5600MHz RAM
27" monitor	23.8" All-in-One Monitor
i7 Processor (AMD equivalent acceptable)	i7-14700 Processor
Minimum of 2 USB-C ports	1 USB-C Port
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 Home 64
CAT 6 Cable - 14 ft.	Included
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	3-Year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	23.8", FHD (1920x1080) - HDMI and USB-C interfaces

L1-A (Option 1 of 2) CTAE, STEM, and Esport Laptop 14" Display: *Lenovo P14s Gen 5 Touch (21G3CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	32GB DDR5 5600MHz RAM
14" Display	14.5" WQXGA (2560x1600) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base manufacturer one-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Nvidia RTX 500 ADA 4GB GDDR6

L1-A (Option 2 of 2) CTAE, STEM, and Esport Laptop 14" Display: *Lenovo P14s Gen 5 Touch (21G3CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB DDR5 5600MHz RAM
14" Display	14.5" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	AMD equivalent processor
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base manufacturer one-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L1-B Teacher Laptop 14" Display: *Lenovo P16s G3 (21KTCTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB DDR5 5600MHz RAM
14" Display (13.3" screen is not acceptable)	16" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Device (Clamshell touch is acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	N/A
Scalable/Expandable Memory	Scalable/Expandable memory
Base manufacturer one-year warranty	3-year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell, expandable

L1-C (Option 1 of 2) CTAE, STEM, and Esport Laptop 16" Display: *Lenovo L16 Gen 1 Touch (21L4CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB DDR5 5600MHz RAM
16" Display	16" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base manufacturer one-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L1-C (Option 2 of 2) CTAE, STEM, and Esport Laptop 16" Display: *Lenovo L16 Gen 1 Touch (21L4CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	32GB DDR5 5600MHz RAM
16" Display	16" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Pro 64
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base manufacturer one-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Graphics

L2-B Teacher Laptop 14" Display: *E14 Gen 6 (21M4CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB DDR5 4800MHz RAM
14" Display (13.3" screen is not acceptable)	14" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	AMD Ryzen 7 7735U
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Device (Clamshell touch is acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Ethernet Port
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	1-year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Expandable Memory

L2-C Teacher Laptop 15.6" Display: *Lenovo L16 Gen 1 Touch (21L4CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB DDR5 5600MHz RAM
15.6" Display (16" acceptable)	16" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Device (clamshell touch acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Ethernet Port
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	1-year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Expandable Clamshell

L3 Admin Laptop 15" Display: *Lenovo L16 Gen 1 Touch (21L4CTO1WW)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32 GB RAM	16GB DDR5 5600MHz RAM
15" Display	16" WUXGA (1920x1200) Display
i7 Processor (AMD equivalent acceptable)	Intel Core Ultra 7 155H
1 Data port preferred (Ethernet Port)	1 Ethernet Port
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11 Home 64
X360 Device Convertible/Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Ethernet Port
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	1-year manufacturer warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset (combined headphone/microphone) combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C

Proposed Dell Device Specifications

C1-A Student Chromebooks 11.6" Display: *Dell 3120 2-in-1 w/ HDMI Adapter*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
8GB or 16GB RAM	8GB Ram
N100/N150/N200/N250 processor (AMD equivalent acceptable)	N100 Processor
11.6" Display	11.6" Display 1366x 768
Supports Wi-Fi 6e or higher	Wifi 6e
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	Dongle will be provided
Minimum of 64 GB SSD	64GB SSD
Support HD	HD Resolution
X360 Convertible (Clamshell is not acceptable)	Convertible 2-in-1 design
Gumdrop Covers	Gumdrop DropTech
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C1-B Student Chromebooks 12" Display: *Dell 3120 2-in-1 w/ HDMI Adapter*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
8GB or 16GB RAM	8GB Ram
N100/N150/N200/N250 processor (AMD equivalent acceptable)	N100 Processor
11.6" Display	11.6" Display 1366x 768
Supports Wi-Fi 6e or higher	Wifi 6e
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	Dongle will be provided
Minimum of 64 GB SSD	64GB SSD
Support HD	HD Resolution
X360 Convertible (Clamshell is not acceptable)	Convertible 2-in-1 design
Gumdrop Covers	Gumdrop DropTech
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

D1 (Option 1 of 2) CTAE, STEM, and Esport Desktop 27" Monitor: *Dell Optiplex Tower 7020*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
SFF tower (The District would like to be provided an option for both a tower and SFF desktop)	Tower and SFF options
16GB RAM up to 32GB RAM	16GB Ram
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	i7-14700 Processor
Minimum of 2 USB-C ports	4 USB-C Ports
1 HDMI port	HDMI port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
CAT 6a Cable - 14 ft.	Cable included
Scalable/Expandable Memory	Expandable Memory
Base manufacturer on-year warranty	Base manufacturer 3 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Combo Jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Dedicated Graphics options NVIDIA GeForce 4060 8 GB GDDR6

D1 (Option 2 of 2) CTAE, STEM, and Esport Desktop 27" Monitor: *Dell Optiplex 7020 SFF*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
SFF tower (The District would like to be provided an option for both a tower and SFF desktop)	SFF Tower
16GB RAM up to 32GB RAM	16GB Ram
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel i7-14700 Processor
Minimum of 2 USB-C ports	1 USB-C Port, 2 USB 3.2 Gen 2
1 HDMI port	1 HDMI Port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
CAT 6a Cable - 14 ft.	Cat 6a cable 14' included
Scalable/Expandable Memory	Expandable memory
Base manufacturer on-year warranty	Base warranty 3 years included
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm headphone jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Options for descrete graphics AMD Radeon RX 6300, 2 GB GDDR6 and 4GB

D2 (Option 1 of 2) Standard Desktop 27" Monitor: *Dell One Optiplex 7420 AiO Plus*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	All-in-One
16GB RAM up to 32GB RAM	16GB Ram
27" monitor	23.8" touchscreen display
i7 Processor (AMD equivalent acceptable)	i7-14700 Processor
Minimum of 2 USB-C ports	4 USB-C Ports
1 HDMI port	2 HDMI Ports 1 in 1 out
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
CAT 6 Cable - 14 ft.	Cat 6a 14' cable
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base manufacurer 3 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Combo Jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.

D2 (Option 2 of 2) Standard Desktop 27" Monitor: *Dell Optiplex 7020 Micro Plus*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	Micro Form Factor PC
16GB RAM up to 32GB RAM	16GB Ram
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	i7-14700 Processor
Minimum of 2 USB-C ports	4 USB-C ports 2 front 2 rear
1 HDMI port	HDMI port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
CAT 6 Cable - 14 ft.	Cat 6a Cable 14' included
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	Base 3 year warranty included
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.

L1-A CTAE, STEM, and Esport Laptop 14" Display: *Dell Latitude 5450*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
16GB RAM up to 32GB RAM	16GB Ram
14" Display	14" display
i7 Processor (AMD equivalent acceptable)	Intel Ultra 7-U155U Processor
1 Data port preferred (Ethernet Port)	1 Data port RJ45
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	HDMI Port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	WiFi 6E
Scalable/Expandable Memory	Expandable Memory
Base manufacturer one-year warranty	1 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Audio Jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated

L1-B CTAE, STEM, and Esport Laptop 15" Display: *Dell Latitude 5550*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
16GB RAM up to 32GB RAM	16GB Ram
15" Display	15.6" display
i7 Processor (AMD equivalent acceptable)	i7-1355U processor
1 Data port preferred (Ethernet Port)	1 Data Port RJ45
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	HDMI Port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	WiFi 6E
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	One year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Combo Jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated

L1-C CTAE, STEM, and Esport Laptop 16" Display: *Dell Latitude 5550*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
16GB RAM up to 32GB RAM	16GB Ram
16" Display	15.6" display
i7 Processor (AMD equivalent acceptable)	i7-1355U processor
1 Data port preferred (Ethernet Port)	1 Data Port RJ45
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	HDMI Port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	WiFi 6E
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	One year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Combo Jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated

L2-B Teacher Laptop 14" Display: *Dell Latitude 3450*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touchscreen
16GB RAM	16GB Ram
14" Display (13.3" screen is not acceptable)	14" 1920x 1080 FHD
i7 Processor (AMD equivalent acceptable)	Intel U7 Processor
1 Data port preferred (Ethernet Port)	1 Ethernet port
Minimum of 2 USB-C ports	3 USB-C ports
1 HDMI port	1 HDMI port
512GB SSD	512GB SSD
Minimum Windows 11.0	Windows 11
X360 Device (Clamshell touch is acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wifi 6e
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Ethernet port
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	1 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell, expandable

L2-C Teacher Laptop 15.6" Display: *Dell Latitude 3550*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB Ram
15.6" Display (16" acceptable)	15.6" 1920x1080 IPS Antiglare
i7 Processor (AMD equivalent acceptable)	Intel Ultra 7-1355U
1 Data port preferred (Ethernet Port)	1 Data Port RJ45
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI Port
512GB SSD	512GB SSD
Minimum Windows 11.0	Windows 11.0
X360 Device (clamshell touch acceptable)	Clamshell Touch
Supports Wi-Fi 6e or higher	Wifi 6e
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Data Port RJ45
Scalable/Expandable Memory	expandable memory
Base manufacturer one-year warranty	Base 1 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Audio Jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	expandable memory

L3 Admin Laptop 15" Display: *Dell Latitude 5550*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32 GB RAM	16GB Ram
15" Display	15.6" 1920x1080 IPS Antiglare
i7 Processor (AMD equivalent acceptable)	Intel Ultra 7-1355U
1 Data port preferred (Ethernet Port)	1 Data Port RJ45
Minimum of 2 USB-C ports	2 USB-C ports
1 HDMI port	1 HDMI Port
512GB SSD up to 1TB	512GB SSD
Minimum Windows 11.0	Windows 11.0
X360 Device Convertible/Clamshell	Clamshell Touch
Supports Wi-Fi 6e or higher	Wifi 6e
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	1 Data Port RJ45
Scalable/Expandable Memory	expandable memory
Base manufacturer one-year warranty	Base 1 year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Audio Jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces

Proposed Acer Device Specifications

C1-A Student Chromebooks 11.6" Display: *Acer R757T-C9VH (NX.J9LAA.001)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LPDDR5X
N100/N150/N200/N250 processor (AMD equivalent acceptable)	Intel N150
11.6" Display	11.6" HD Display
Supports Wi-Fi 6e or higher	Wi-Fi 7
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 64 GB SSD	64GB eMMC
Support HD	HD resolution
X360 Convertible (Clamshell is not acceptable)	x360 Convertible
Gumdrop Covers	Longer lead time, but coming in the future
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C1-B Student Chromebooks 12" Display: *Acer R857T-C2Q8 (NX.JCPAA.001)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	8GB LPDDR5X
N100/N150/N200/N250 processor (AMD equivalent acceptable)	Intel N150
12" Display	12.2" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 7
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 64 GB SSD	64GB eMMC
Support HD	HD resolution
X360 Convertible (Clamshell is not acceptable)	x360 Convertible
Gumdrop Covers	Longer lead time, but coming in the future
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C1-C Student Chromebooks 14" Display: *Acer Chromebook Plus Enterprise Spin 514 (CPE594-1N-57ZJ / NX.KWFAA.002)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	16GB LPDDR5X
Processor - The District would like Standard and Chromebook Plus options. Chromebook Plus options should come with minimum i5 option. Intel N100 or N200 is acceptable for Standard (AMD equivalent acceptable)	Chromebook Plus
14" Display	14" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 64 GB SSD (w/256GB options). 64GB and above is acceptable for Standard	256GB SSD
Support HD	Supports WUXGA resolution
X360 Convertible, clamshell is not acceptable	x360 Convertible
Gumdrop Covers	Not currently available for this model
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-A Teacher Chromebooks 14" Display: *Acer Chromebook Plus Enterprise Spin 514 (CPE594-1N-57ZJ / NX.KWFAA.002)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	16GB LPDDR5X
Processor - minimum i5 (AMD equivalent acceptable)	Intel Core Ultra 5 120U
14" Display	14" WUXGA Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 256 GB SSD	256GB SSD
Support HD	Supports WUXGA resolution
X360 Convertible (clamshell is acceptable)	x360 Convertible
Work Offline Mode	Work Offline Mode
Manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-B Teacher Chromebook 15.6" Display: *Acer Chromebook Plus Enterprise 515 (CBE595-2T-538C / NX.KW4AA.001)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	16GB LPDDR5X
Processor - minimum i5 (AMD equivalent acceptable)	Intel Core Ultra 5 120U
15.6" Display (14" convertible is acceptable)	15.6" FHD Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 256 GB SSD	256GB SSD
Support HD	Supports FHD resolution
X360 Convertible (clamshell is acceptable)	Clamshell
Work Offline Mode	Work Offline Mode
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

C2-C Teacher Chromebooks 16" Display: *Acer Chromebook Plus Enterprise 515 (CBE595-2T-538C / NX.KW4AA.001)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
8GB or 16GB RAM	16GB LPDDR5X
Processor - minimum i5 (AMD equivalent acceptable)	Intel Core Ultra 5 120U
16" Display (14" convertible is acceptable)	15.6" FHD Display
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Minimum of 2 USB-C ports	2 USB-C
1 HDMI port	1 HDMI
Minimum of 256 GB SSD	256GB SSD
Support HD	Supports FHD resolution
X360 Convertible (clamshell is acceptable)	Clamshell
Work Offline Mode	Work Offline Mode
Base manufacturer one-year warranty. The warranty begins on the date of installation and upon DCSD final sign off.	Base manufacturer one-year warranty

D1 CTAE, STEM, and Esport Desktop 27" Monitor: *Acer Veriton Vero X4720G (VVX4720GT-I716G1 / DT.R2NAA.002)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
SFF tower (The District would like to be provided an option for both a tower and SFF desktop)	Small Form Factor
16GB RAM up to 32GB RAM	16GB DDR5 Upgradable to 32GB DDR5
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel Core i7-14700
Minimum of 2 USB-C ports	1 USB-C
1 HDMI port	1 HDMI
512GB SSD up to 1TB	1 TB SSD
Minimum Windows 11.0	Windows 11 Pro
CAT 6a Cable - 14 ft.	Included
Scalable/Expandable Memory	Expandable memory
Base manufacturer on-year warranty	Base manufacturer three-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset/Microphone 3.5mm combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Integrated Intel UHD Graphics 770

D2 Standard Desktop 27" Monitor: *Acer Veriton Vero X4720G (VVX4720GT-I716G1 / DT.R2NAA.002)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
The District would like to be provided an option for both (an All-in-One and Desktop w/ separate monitor)	Small Form Factor
16GB RAM up to 32GB RAM	16GB DDR5 Upgradable to 32GB DDR5
27" monitor	ViewSonic VX2716A
i7 Processor (AMD equivalent acceptable)	Intel Core i7-14700
Minimum of 2 USB-C ports	1 USB-C
1 HDMI port	1 HDMI
512GB SSD up to 1TB	1 TB SSD
Minimum Windows 11.0	Windows 11 Pro
CAT 6 Cable - 14 ft.	Included
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer three-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	Headset/Microphone 3.5mm combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces.	27" Monitor, 1080p, HDMI and USB-C

L1-A CTAE, STEM, and Esport Laptop 14" Display: *Acer TravelMate® P2 14 TMP214-56 (TMP214-56T-DEKALBBTO1)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB RAM up to 32GB RAM
14" Display	14" WUXGA Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Intel Arc Graphics

L1-B CTAE, STEM, and Esport Laptop 15" Display: *Acer TravelMate® P2 15 TMP215-55 (TMP215-55T-DEKALBBTO2)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB RAM up to 32GB RAM
15" Display	15.6" FHD Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Intel Arc Graphics

L1-C CTAE, STEM, and Esport Laptop 16" Display: *Acer TravelMate® P2 16-51 (TMP216-51T-G2-DEKALBBTO3)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32GB RAM	16GB RAM up to 64GB RAM
16" Display	16" WUXGA Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Convertible or Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Options for integrated (CTAE/STEM) and dedicated (e-Sports); a minimum of 1080p, 4gb of VRAM for dedicated	Intel Arc Graphics

L2-B Teacher Laptop 14" Display: *Acer TravelMate® P2 14 TMP214-56 (TMP214-56T-DEKALBBTO1)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB RAM up to 32GB RAM
14" Display (13.3" screen is not acceptable)	14" WUXGA Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Device (Clamshell touch is acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	10/100/1000 Gigabit LAN
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell, expandable

L2-C Teacher Laptop 15.6" Display: *Acer TravelMate® P2 15 TMP215-55 (TMP215-55T-DEKALBBTO2)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM	16GB RAM up to 32GB RAM
15.6" Display (16" acceptable)	15.6" FHD Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Device (clamshell touch acceptable)	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	10/100/1000 Gigabit LAN
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C
2-in-1 form does not have to be expandable. Clamshells, we would prefer to be expandable.	Clamshell, expandable

L3 Admin Laptop 15" Display: *Acer TravelMate® P2 16-51 (TMP216-51T-G2-DEKALBBTO3)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
Touch Screen	Touch Screen
16GB RAM up to 32 GB RAM	16GB RAM up to 32GB RAM
15" Display	16" WUXGA Display
i7 Processor (AMD equivalent acceptable)	Intel Core 7 150U
1 Data port preferred (Ethernet Port)	10/100/1000 Gigabit LAN
Minimum of 2 USB-C ports	2 USB-C Ports
1 HDMI port	1 HDMI 2.1 Port
512GB SSD up to 1TB	512 GB SSD
Minimum Windows 11.0	Windows 11 STF
X360 Device Convertible/Clamshell	Clamshell
Supports Wi-Fi 6e or higher	Wi-Fi 6E
Extra monitor	ViewSonic VX2716A
USB-C Adapter (data port preferred)	10/100/1000 Gigabit LAN
Scalable/Expandable Memory	Expandable memory
Base manufacturer one-year warranty	Base manufacturer two-year warranty
Headset (combined headphone and microphone) 3.5mm Heaphone/microphone combo jack	3.5mm Headphone/microphone combo jack
Base option 27" monitor; 1080p; HDMI standard and USB-C hardware interfaces	27" Monitor, 1080p, HDMI and USB-C

Proposed Charging Cart Specifications

CT-A 30-Device Laptop/Chromebook Cart: *LockNCharge Joey 30*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
30-Device Laptop/Chromebook Cart	30-Device laptop/Chromebook Cart
Power management/locks/support for multiple device types are all required	Power management/locks/support for multiple device types are all required
No more than 35" (H), 35" (W), 50" (L)	32.67" (H) 25.5" (W) 28" (H)
Wire carts with device AC Adapters. Asset tagging will be required on carts.	Wire carts with device AC Adapters. Asset tagging will be required on carts.

CT-B 20-Device Laptop/Chromebook Cart: *Power Technologies Anywhere AC30*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
20-Device Laptop/Chromebook Cart	20 up to 30 Device laptop/Chromebook cart
Power management/locks/support for multiple device types are all required	Power management/locks/support for multiple device types are all required
No more than 35" (H), 35" (W), 50" (L)	34.75" (H), 25.75" (W), 19.75" (L)
Wire carts with device AC Adapters. Asset tagging will be required on carts.	Wire carts with device AC Adapters. Asset tagging will be required on carts.

CT-C 15-Device Laptop/Chromebook Cart: *Bretford Cube Cart (TVC16PAC)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
15-Device Laptop/Chromebook Cart	16 Capacity laptop/chroembok cart
Power management/locks/support for multiple device types are all required	Simultaneous charge/Padlock/ supports multipl device types
No more than 35" (H), 35" (W), 50" (L)	30" (H), 26.5" (W), 37.5" (L)
Wire carts with device AC Adapters. Asset tagging will be required on carts.	Wire carts with device AC Adapters. Asset tagging will be required on carts.

CS 10-Device Charging Station: *Bretford Micro Station (TVS10PAC-CK)*

Revised Product Requirements: Per Addendum Q&A	Recommended Product Specification
10-Device Charging Station	10-Device Charging Station
Desktop stationary or mobile	Desktop stationary
Wire carts with device AC Adapters. Asset tagging will be required on carts.	Wire carts with device AC Adapters. Asset tagging will be required on carts.

Authorized Service Partner (ASP)

» We can service and repair your fleet at any time as an Authorized Service Center for major manufacturers, in or outside of warranty.

HP Amplify Membership Certificate

Effective November 1, 2024 to October 31, 2025.

Company Legal Name: Virtucom, Inc. (3-HSGW-2191)
Company DBA Name Virtucom Inc

is a member of the HP Amplify Partner Program with the following designation(s):

HP Amplify Power Partner
Amplify Software Commercial Specialist
LF Design Solutions
Print Lifecycle Services Specialist
Software Specialist
HP Anyware Software Sales Offer
PS Lifecycle Services Specialist
Service Delivery Authorized Partner

Kobi Elbaz

Kobi Elbaz
SVP & General Manager, Global Channel, Sales Innovation & Operations

Scott Lannum
Interim North America Managing Director
North America

AMPLIFY™
HP PARTNER PROGRAM

Lenovo
360

Lenovo 360
Intelligent Devices
2024 Platinum

Lenovo 360
Infrastructure Solutions
2024 Authorized

02 December 2024

Brian Cochran
Virtucom
1 Sun Ct NW
30092-2851
United States

1213379334/58-2161360

Welcome to Lenovo 360 Engage. This letter is to confirm Virtucom is an authorized Lenovo Reseller located in United States. This authorization is valid until 31 December 2024. As a member of Lenovo 360 Engage Virtucom has earned:

Platinum Intelligent Devices Tier status and is authorized to resell all commercial Intelligent Devices products, including associated services. The Intelligent Devices category is including but not limited to ThinkPad and ThinkBook notebooks, ThinkCentre desktops, ThinkStation workstations, ThinkVision monitors, associated accessories, peripherals, and services.

Authorized Infrastructure Solutions Tier status and is authorized to resell all Infrastructure Solutions products, including associated services. The Infrastructure Solutions products are including but not limited to ThinkSystem and ThinkAgile server and storage, associated options, software, and services.

Please note that your status will be reviewed regularly, and any changes will be communicated with you by your local Channel Account Manager. If you have any questions, please feel free to contact us.

Yours sincerely

Rob Cato

Vice President, NA Channel
Lenovo North America ISO

DELL Technologies
PARTNER PROGRAM

February 7th, 2024.

Virtucom
1 Sun Ct NW
Peachtree Corners, Georgia 30071
US

RE: Dell Technologies Partner Program
Name of Solution Provider: Virtucom

This letter confirms that as of the date written above, Solution Provider identified above is currently an authorized reseller participating in the Dell Technologies Partner Program. This relationship authorizes Solution Provider to resell Dell-branded products and services in accordance with the applicable terms and conditions. If Solution Provider purchases from Dell directly, the governing agreement is the Dell Reseller Terms of Sale at www.dell.com/resellerterms or a written resale agreement between Reseller and Dell or EMC that applies specifically to the products and services to be purchased. If Solution Provider purchases from an authorized Dell distributor, the governing agreement is between Solution Provider and the distributor.

This letter is not an authorization to resell Dell-branded products and services to Federal end-users. Federal end-user means the United States Government or other entities as authorized in GSA Order ADM 4800.2 as amended or utilizing Dell IT assets in support of USG contracts and/or for internal use as a normal course of business. Please contact the Dell Federal sales team for a letter of authorization to resell to Federal end-users.

Please feel free to contact your sales representative if you have any questions regarding this letter. We look forward to doing business with you.

Sincerely,

Dell Technologies Partner Operations

Acer America Corporation
1730 North First Street, Suite 400
San Jose, CA 95112
Telephone: (408) 533 -7700
Facsimile: (408) 533-4555
www.acer.com/us

DATE: 2/06/2023

Subject: Letter of Authorization

To Whom It May Concern,

This letter is to certify that Virtucom, Inc. is currently an Acer authorized reseller. As an authorized reseller, Virtucom, Inc. has the ability to purchase and resell products manufactured by Acer, through an Acer authorized distributor.

Acer America Corporation fully supports Virtucom, Inc. in their efforts to market and sell products manufactured by Acer America Corporation. They have full support through our standard service facilities and our main service center in Temple, TX.

If you have any questions, please contact 800-848-2237 x4

Sincerely,

US Reseller
Acer America Corporation
http://us.acer.com

Value Adds



» Because truly supporting your District goes beyond the needs of this bid, the list of Value Adds provided below are included in our offer to your District at no additional cost.

Our desire is to bring value beyond your requests to further drive not only our efficiency and effectiveness, but DCSD's success in educating students, providing development tools for teachers, and contributing to the community's future. Virtucom is offering enhancements to services that DCSD has requested within the ITB, and has also been utilizing for several years now.

VirtuCARE

VirtuCARE enhances the standard manufacturer warranty by offering a comprehensive, turnkey solution at no additional cost, for one (1) year. This value-added program provides extensive repair and replacement coverage, ensuring a seamless warranty experience tailored to the district's unique needs, supported by a trusted local partner. VirtuCARE includes:

1. ENHANCED COVERAGE

VirtuCARE offers robust, all-encompassing coverage that far exceeds standard manufacturer warranties. Key coverage includes:

- Defect Repairs: Comprehensive coverage for all manufacturer defects ensures devices perform as intended throughout their lifecycle, minimizing disruptions to instruction and enhancing reliability.
- Loaner Devices: To maintain continuity in classrooms, districts are offered loaner devices for any repairs exceeding the 2-day service level agreement (SLA). This ensures students and educators experience minimal disruption while devices are serviced.
- Express Replacement: VirtuCARE ensures timely repair or replacement of defective devices during the warranty period.

VirtuCARE delivers unparalleled value to educational institutions by combining advanced technical capabilities with a customer-first approach. Key benefits include:

- Advanced Chip-Set Repairs: Virtucom's specialized Chip-Set Repair Department demonstrates exceptional technical expertise, resolving even the most intricate hardware issues to keep modern educational devices fully functional and reliable.
- Certified In-House Technicians: All repairs are performed by Virtucom's Certified CompTIA A+ technicians, ensuring consistent, high-quality service without reliance on subcontractors. This approach guarantees reliability and precision.
- Premium Replacement Components: VirtuCARE uses only top-quality replacement parts that meet or exceed original specifications. This commitment enhances device durability, performance, and longevity.
- Device Sanitization: Every device serviced under VirtuCARE is thoroughly sanitized before being returned, promoting a healthier learning environment and reflecting our commitment to safety.
- Turnkey Service Solution: VirtuCARE manages every aspect of warranty support, from claim processing to repair execution, providing educators and administrators with a worry-free experience.
- Minimized Downtime: Rapid response times and efficient repair workflows ensure devices are restored to full functionality quickly, maintaining classroom productivity and avoiding instructional delays.
- Enhanced Value: By addressing gaps in standard warranties, VirtuCARE delivers comprehensive protections that reduce total cost of ownership and optimize device reliability, ensuring schools get the most from their investments.
- Focus on Education: VirtuCARE simplifies warranty management, allowing school staff to prioritize educational outcomes instead of logistical challenges, fostering a seamless learning experience.
- Health and Safety Assurance: VirtuCARE's sanitization protocols foster a safer school environment, addressing modern health concerns while building confidence among students, educators, and stakeholders.

2. BUY-BACK PROGRAM

- Value Recovery: Virtucom's VirtuCARE Eco-Friendly Buy-Back Program offers a smart and sustainable way for districts to recover value from devices that fall outside of the base warranty or are too costly to repair. Through this program, DeKalb County School District can receive a credit of up to 15% of the original device value, which can be applied toward future purchases with Virtucom. This ensures your technology budget is optimized to support the ever-changing needs of your educational environment.
- Financial and Environmental Benefits: This program not only helps recoup a portion of your investment in damaged devices but also underscores Virtucom's dedication to sustainability. Devices are responsibly disposed of in an environmentally friendly manner, supporting your district's commitment to reducing e-waste and promoting eco-conscious practices.

3. GREEN BULK PACKAGING

- Virtucom delivers Green Bulk Packaging as an eco-friendly, no-cost alternative to standard OEM packaging. Designed to hold up to 20 devices per package, this value-added service reduces waste and accelerates deployment while supporting sustainability goals.

Expanded Scholarship Program
In efforts to enhance our scholarship program to meet the needs of DCSD, Virtucom is prepared to provide one (1) laptop of equivalent value to the bid specification as part of the Virtucom Scholarship Program to each of the high schools in DCSD, throughout the contract period. These would be provided to the District annually, beginning at the close of the school year, at the end of the first year of the contract. The provided devices will be awarded to the students of DCSD's choosing.

Employee Purchase Program
Virtucom will work with each manufacturer that we have proposed to offer an employee purchase program that will allow DCSD staff the opportunity to obtain the same technology that they will be using every day within the District, for personal use. While we have provided a broad selection, we are committed to working on DCSD's behalf to coordinate such programs to cultivate a technology savvy workforce that is part of the DCSD community.

Dedicated Landing Web Page
Virtucom will continue to offer a dedicated Landing Web Page with access to student, parent, teacher technology training tools, purchasing/shop tools, Purchasing Tools, PO Tracking Tools, Forums, Learning Resources, District Communications and Information in a centralized location.

Dell Value Adds

Dell K-12 Professional Learning Services:
Technology is crucial in transforming the learning environment, but its impact is limited without enhanced teaching and learning practices that focus on outcomes and align with validated measures. Dell Technologies adopts this approach when assisting K-12 districts in developing professional learning programs tailored to district and teacher goals.

Dell Technologies Professional Learning consultants collaborate with districts to create outcome-based learning programs that promote transformative practices. These programs include one-on-one instruction, coaching and modeling, and sharing sessions, all customized to meet district objectives. Additionally, educator certification highlights achievements, and virtual course options offer increased flexibility. These engagements often foster creativity in learning, empower teachers to transform their practices, and rethink teaching to enhance student learning.

Dell can add Professional Learning skus with small incremental costs to device purchases so that credits are accumulated as devices are purchased.

Dell Student Tech Crew: Dekalb co schools can apply to be enrolled in this program

https://www.dell.com/en-us/lp/student-tech-crew

TechCrew, is an educational initiative by Dell Technologies, collaborates with schools to enhance career and technical skills training. Students engage with TechCrew facilitators, often their own educators, to develop the skills necessary for addressing technology issues and exploring career paths.

The program not only equips students with valuable lifelong skills and provides IT services to their schools, but it also nurtures a sense of belonging within a diverse community. Through work-based learning and industry certifications, TechCrew opens up a world of possibilities for enrolled students. Beyond technical expertise, they gain essential skills in time management, customer communication, team collaboration, and more, preparing them for future career and educational opportunities.

When students join the program, they gain access to resources such as:

- Hands-on experience
- Peer-provided IT support
- Instructional materials
- Industry certifications
- Career preparation
- And more

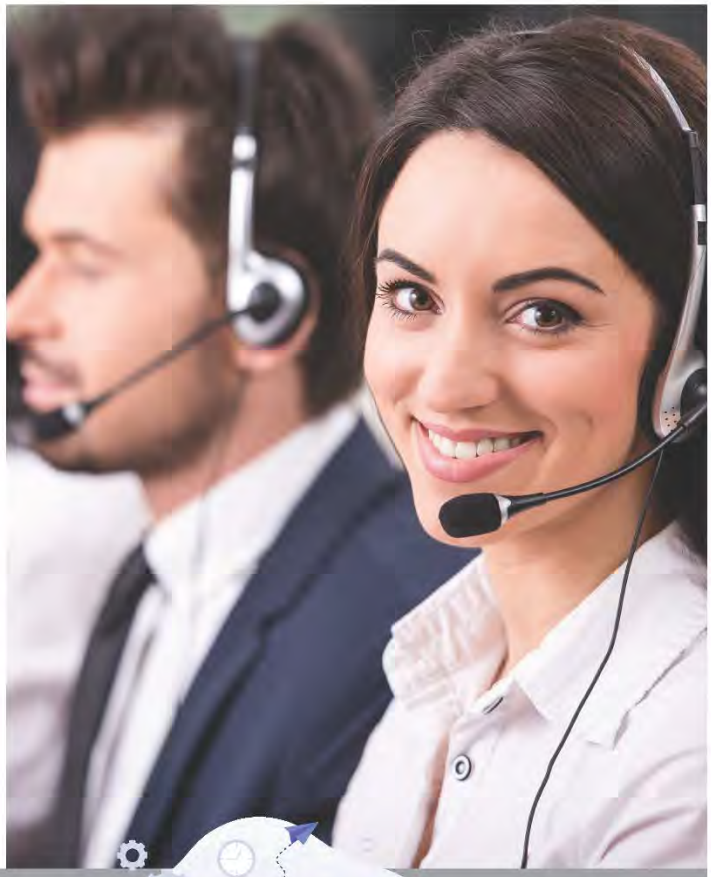
Dell Tech Rally Bus
Dell will support Dekalb co schools Tech Dash by coordinating our Mobile Dell Tech Rally Bus to be onsite at a central location and to be available for Dekalb co schools to review and interact with Dell Technology device solutions.

Dell Device – Video review
Dell will support Dekalb co schools as they role out any large-scale deployment by providing a detailed, recorded video overview of the new device, what comes in the box, and how the user can begin to utilize and connect the new device. This would be coordinated with Dekalb resources to use MS Teams to record the device overview and to be made available to Dekalb co school users.

Dell Tech Direct
Dell Tech Direct is available for Dell devices at no additional cost.

acer for education

ACER U.S.-BASED SERVICE & SUPPORT FOR EDUCATION







PREMIER SUPPORT

- Dedicated toll free number with PIN access and dedicated email address.
- US based level 2 technical and administrative support.
- 15 second response time and no "scripts" means quicker resolution.
- Real time repair case status check available on the Premier Support Website.
- Live Chat is available on Premier Support Website. Monday through Friday from 9:00 AM to 4:30 PM CST
- Warranty registration assistance.
- Adjustment of the warranty start date to reflect when the units are deployed to your classroom. (serial numbers of deployed units required.)
- Inbound shipping to the depot for Chromebook repairs (deprovisioning required prior to repair).
- Inbound shipping to the depot for TravelMate repairs.
- Out of warranty spare parts purchasing assistance.
- All customers have access to the Premier website.
- Acer Premier Support Website: https://csapps.acer.com/dashboard/login.php

SELF-MAINTAINER & ASP PROGRAM

- Authorizes accounts to perform in-warranty repairs for products they purchased from Acer.
- Requires signing self-maintainer or ASP contracts.
- Both in-warranty and out of warranty parts can be ordered directly from the Acer ASP website or via Premier Support.
- Qualified accounts may receive advance spare parts to enable same day repairs.
- Product specific online or in person repair training available for qualified accounts.
- Qualifying ASP accounts are eligible to receive labor reimbursements for in-warranty hardware repairs.
- Self-maintainer and ASP accounts can also send units to the Acer depot for repair at any point versus repairing the systems.

acer for education

ACER SERVICE E-LEARNING REPAIR PROGRAM

TARGET AUDIENCE	Students in grades 9-12
REQUIREMENTS	A natural curiosity or interest in technology
SCOPE	Introduce students to basic hardware repair best practices. In this self-paced elearning program, students work through five chapters, passing online quizzes to advance • Overview of Components • Replacing Components • Post-repair QA testing • Reconfiguring Hardware ID (Chromebooks) or Installing Microsoft's Digital Product Key (Windows) • Technical Skills Assessment For the final assessment, your staff member uses the online checklist to observe the student demonstrate technical skills by replacing either the mainboard or the LCD screen. Upon successful completion of this final assessment, per the staff member observations, the student earns the Acer Service CRT Certificate (Chromebook Repair Techspert).
COURSE DURATION	Mean Instructional time: 7.5 hours. This self-paced course allows the student to review and repeat content as needed. Students can save and exit a lesson, then resume later.
PROGRAM DURATION	Once enrolled, your school will have access to the course content for 30 days.
HOW TO ENROLL	Contact your sales representative or edu.pa@acer.com • Submit email addresses for up to 25 users (students and staff members). • Each user will receive login details and course access. • Identify one staff member to track progress reports for your users.





Contact your Acer Representative or Authorized Reseller
Call the Acer Reseller Hotline at 800-848-2237 (option 4)
Write to us.reseller@acer.com

Acer Serviceable Keyboard 2.0*

Chromebook Keyboard Replacement Made Easy

Replace the Chromebook keyboard by removing two screws without taking off the bottom cover and battery module.

** Available on Acer Chromebook C736, C736T, R756T, R756TN, R856TN*

Seven steps to replace the Chromebook keyboard easily!

1. Remove two screws from the bottom cover.



2. Flip the Chromebook. The keyboard will pop up by releasing the hooks.
3. Disconnect the keyboard cable from its connector.



4. Insert the new keyboard cable into its connector.



5. Assemble the new keyboard and secure the hooks.



6. Flip the Chromebook upside down



7. Fasten the two screws



Scope of Work





Relationship Focused
Dedicated Relationship Manager
Dedicated Services Director
SLA Committments
Technology Consultation
Ongoing Support

Attachment B-1 - Additional Details

1 All purchase orders will be issued to the awarded offeror. No third-party purchase orders will be issued.
Virtucom agrees that all purchases will be issued to the awarded offeror and that no third-party purchase orders will be issued.

2 DeKalb County School District (DCSD) requires the offeror to have adequate local warehouse space preferably in DeKalb County for short-term storage (up to 90 days at no cost to DCSD) for computers, laptops and other devices purchased from the offeror. The offeror will then deliver and install the items listed on the purchase order based on the schedule issued by DCSD. *Warehouse space needed will vary per project.
Our 87,000 square foot warehouse is available for use by DCSD. We will provide short-term storage for up to 90 days at no cost to DCSD. The current Virtucom facility is equipped with a complete security system. Virtucom has over 20 cameras throughout the building along with biometric locks and badge readers.

Virtucom's Customer Control Center provides another layer of security during the enrollment, etching, asset tagging, and warranty services for our clients. Virtucom has the capacity to simultaneously stage over 2,400 devices per day with the ability to scale based upon demand. This 6,000 square foot area is locked to all Virtucom personnel except the approved Depot Technicians and service team management. The area and devices are also protected with security cameras.



In summary, Virtucom annually provides and/or services approximately 500,000 computer devices through this facility with the following security measures:

- Wired and wireless systems
- Alarm panels
- Detectors and motion sensors
- Switches, switchers, and contacts
- Sirens, strobe, and annunciators
- 24/7 monitoring

3 Delivery of equipment shall be within twenty (20) business days of the offeror's receipt of purchase order(s).
Virtucom agrees that delivery of equipment will be within twenty (20) business days of Virtucom's receipt of purchase order(s) based upon the project installation schedule that is confirmed between DCSD and Virtucom project management.

4 The offeror is responsible for notifying the contact's name listed on the purchase order (i.e., bookkeeper, project manager, etc.) of the estimated delivery and installation date, 3 business days prior to the delivery of equipment.
Virtucom project management and team leads will contact the DCSD designated project manager and bookkeeper on the purchase order three (3) days prior to the scheduled delivery and installation date to confirm the location readiness.

5 Deliveries arriving without prior notification and confirmation will be rejected, and all return costs shall be the offeror's responsibility. No school deliveries are scheduled during testing or school closings unless authorized by DCSD. DCSD will provide the school calendar to the awarded offeror.
Virtucom staff will not schedule, deliver, or arrive to install without agreement on the implementation schedule, three (3) day prior notification, and confirmation that appropriate DCSD designated project teams are ready. In the event of an error in communication, Virtucom will be solely responsible for any return costs.

6 Pricing for all items shall include:
Shipping, imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing.

**On-site installation and configuration standards will be provided to the offeror.
Pricing for all items includes shipping, imaging, engraving, asset tagging, inside delivery, on-site installation, configuration/testing, and warehousing. We understand that on-site installation and configuration standard will be provided to Virtucom, and we will read and comply with these standards.

7 Shipping:
Offeror shall not charge DCSD any freight or shipping charges on any orders.
Virtucom will not charge DCSD any freight or shipping charges on any orders.

8 Imaging:
a. The offeror shall notify DCSD of any proposed new manufacturer model upgrades/changes within 90 days before deployment.
Virtucom will notify DCSD of any proposed new manufacturer model upgrades/changes within 90 days before deployment.

b. The offeror shall provide two evaluation units 30-60 days prior to a DCSD install for all model upgrades/ changes for testing and acceptance.

Virtucom will provide two evaluation units 30-60 days prior to a DCSD install for all model upgrades/changes for testing and acceptance.

c. The offeror shall image computers as directed by DCSD at the offeror's warehouse.

All imaging is performed at Virtucom's dedicated warehouse facilities by experienced technicians. This centralized approach ensures each device is configured to meet the district's precise specifications, guaranteeing uniformity across all units while mitigating potential deployment issues.

Virtucom will work with DCSD to provide a catered imaging solution to assist in simplifying processes, reducing workloads, and improving deployment schedules. Images can be customized and mutually agreed-upon. Recommended imaging process:

- Send sample device for DCSD Technology Department to image
- Receive imaged device from DCSD Technology Department
- Confirm current District images incorporate all necessary software elements:
  - Software
  - BIOS
  - Operating System (OS) configurations
- Test and install images on device using Ghost or District's preferred software
- Approved images are stored in Virtucom image library with a cloud-based backup
- Select appropriate image based on DCSD purchase order
- Name each device according to District-approved naming convention
- Technicians run boot test to ensure 100% of devices are fully functional

9 Engraving:

a. The offeror shall engrave the DCSD Logo on the device. DCSD will provide the graphics file to be used.

Virtucom currently provides DCSD with engraving services. DCSD logos have been formatted, approved, and stored in Virtucom's Library. As described in our Value Add section, Virtucom can, in addition to the standard etch, provide department logos, such as Title I, computer lab, or specific school logos to aid in further identification. Virtucom will have the devices engraved with the provided logo from DCSD.

Engraving Customization

- Designs: Districts can choose to etch their logo, school motto, or any other design onto their devices. This customization adds a personal touch while also enhancing brand identity.
- Proof: Before proceeding with the etching process, we provide a design proof for your district's approval. This step ensures that the final product is exactly as you envision and meets all your specific requirements.
- Etching: We use state-of-the-art laser etching technology to inscribe designs with precision and clarity, ensuring a professional and durable finish.
- Security: Laser etching is a permanent solution that not only adds aesthetic value but also serves as an additional security measure, deterring theft and helping in the identification of devices.
- No-Impact: Our etching process is carefully executed to ensure that it does not affect the device's warranty or functionality.

b. The computer workstations engraving area shall be on the non-removable side of the system.
Virtucom will engrave the non-removable side of the workstations.

c. The engraving area for the laptop and portable PCs shall be on the top cover of the system.
Virtucom will engrave the top cover of the laptops and portable PCs.

10 Inside Delivery:

Virtucom ensures inside delivery services tailored to DeKalb County School District's requirements. Leveraging a dedicated fleet of fully owned and meticulously managed vehicles, Virtucom guarantees safe and guideline-compliant delivery of all devices. This infrastructure enables operational agility to address time-sensitive orders and urgent deployment demands, reflecting a commitment to responsiveness and efficiency.

- Designated Locations: Virtucom will deliver to designated locations within each facility, coordinating with school personnel to ensure efficient deliveries without disrupting the educational environment.
- Communication: Virtucom will provide advanced notification for all deliveries and will collaborate with DeKalb County School District to schedule deliveries at times that do not interfere with school activities. Our team is prepared to adjust schedules as needed to accommodate each school's unique needs.
- Secure Handling: Deliveries are handled by trained personnel following safety and security protocols. We ensure all equipment is handled with care, preventing damage during transit and delivery.
- Digital Packing Slips: To enhance accountability and streamline record-keeping, Virtucom provides digital packing slips for all hardware deliveries. These documents are immediately sent to the assigned DeKalb County School District project manager upon delivery, offering a comprehensive and verifiable record for tracking and validation purposes.
- Green Bulk Packaging: An eco-friendly alternative to standard OEM packaging, designed to hold up to 20 devices per package, streamlining deployment while reducing waste. Made from 100% recyclable materials, it eliminates the need for plastics and styrofoam. Available as an optional choice for districts, it supports rapid device rollouts with a focus on sustainability.

a. All equipment shall be delivered inside the required location per DCSD direction.
Virtucom will deliver all equipment to the required location per DCSD direction.

b. There are no delivery docks available.
Virtucom understands that there are no delivery docks available.

c. The offeror shall follow DCSD guidelines and schedules. The schedule may revolve around student instructional times at no additional charge or fee to DCSD.
Virtucom will follow DCSD guidelines and schedules. We understand that the schedule may revolve around student instructional times at no additional charge or fee to DCSD.

11 On-site installation:

Virtucom's on-site installation services are meticulously crafted to deliver fully operational, seamlessly integrated devices that meet the specific needs of educational environments. This approach ensures minimal disruption while maximizing efficiency, empowering schools to deploy technology that enhances instructional outcomes from the start.

Deinstallation

Virtucom begins each project by managing the secure and organized removal of existing hardware. Key steps include:

- Device Deinstallation and Preparation: Skilled technicians handle the deinstallation of devices and related components, ensuring that all equipment is properly disconnected, safely packed, and ready for relocation. This process is carried out with meticulous care to prevent any damage.
- Shrink-Wrapping and Labeling: Each device is individually shrink-wrapped to protect against damage during transit. Equipment is clearly labeled with origin and destination details to ensure accurate tracking and placement.

Installation

- Unpacking and Assembly: Devices are unpacked and assembled with precision by skilled technicians, ensuring proper integration of peripherals such as monitors, keyboards, and mice. This meticulous attention guarantees the functional readiness of all components.
- Cable Management: Secure and organized cable management creates a professional and safe workspace. Proper routing eliminates clutter, reduces hazards, and ensures a streamlined appearance that supports effective learning environments.
- Quality Control Testing: Rigorous quality checks validate hardware integrity, assembly accuracy, and initial performance. This step addresses potential issues early, ensuring reliability from deployment.
- Power-On and Configuration: Devices are powered on and configured according to district specifications. This includes software installation, user account setup, and network configuration, ensuring devices are ready for immediate use.

a. The offeror shall remove equipment from the delivery truck or storage area.

Virtucom will remove equipment from the delivery truck or storage area.

b. The offeror shall unpack and assemble all components.

Virtucom will unpack and assemble all components.

c. The offeror shall transport the system to the designated workspace.

Virtucom will transport the system to the designated workspace.

d. The offeror shall test all components (CPU, monitor, DVD ROM, sound, network card, etc.) to verify that they are operational prior to affixing asset tag. See attached standards document

Virtucom will perform a pre-delivery inspection on all equipment, components, and accessories upon receipt in Virtucom facilities prior to applying DCSD barcodes and any asset tagging.

e. The offeror shall affix asset tag and complete the DCSD inventory control paperwork at the installation site.

Once the equipment is verified to be fully operational, Virtucom will affix the DCSD barcode and complete the necessary DCSD inventory control paperwork at the installation site.

f. The offeror shall provide DCSD an electronic version of the manufacturer reference materials for each site.
Virtucom will provide DCSD an electronic version of the manufacturer reference materials for each site.

g. The offeror shall remove all packing and manufacturer materials from DCSD property.
Virtucom will remove all packaging and manufacturer materials from DCSD property.

h. The offeror shall not leave uninstalled equipment on-site unless authorized by DCSD contact (i.e., principal, bookkeeper, information technology technician, or project manager).
Virtucom will not leave uninstalled equipment on-site unless authorized by DCSD contact (i.e., principal, bookkeeper, information technology technician, or project manager).

i. The offeror is required to have an additional 1% or a minimum of three (3) whichever is greater, of delivery inventory available for out of box failures.
Our pre-delivery inspections will greatly reduce out of the box failures that occur; however, Virtucom will have an additional 1% or a minimum of three (3) whichever is greater, of delivery inventory available for out of box failures.

12 Configuration/Testing
In addition to the requests outline by the District, Virtucom will ensure:

- Power-On Checks: Comprehensive evaluations confirm devices are operational and free from defects.
- Network Connectivity: Devices are tested to ensure seamless integration with the school's network infrastructure, including both wired and wireless connections.
- Peripheral Integration: Compatibility and functionality of connected components, such as printers and interactive displays, are thoroughly validated.

All Computers:
The offeror shall install the new system and ensure all functions are working properly and require no intervention from DCSD. Actions shall include at a minimum:

a. Connect the monitors, keyboard, mouse and external cables to CPU and interactive board as necessary;
Virtucom will connect the monitors, keyboard, mouse and external cables to CPU and interactive board as necessary.

b. Verify that the Windows OS is able to "boot"' correctly;
Virtucom will verify that the Windows OS is able to "boot" correctly.

c. Name and join computers to the Intune;
Virtucom will name and join computers to the Intune.

d. Load print drivers for local printer and test printing;
Virtucom will load print drivers for local printer and test printing.

e. Configure network printers as required
We will configure network printers as required.

13 Warehousing (Computers stored in the local offeror's warehouse):

a. The offer shall store equipment for up to 90 days at no cost to DCSD.

Virtucom will store equipment for up to 90 days at no cost to DCSD. We have an 87,000 square foot warehouse to complete this goal.

b. The offer shall provide a local warehouse in DeKalb County or the metropolitan Atlanta area.

Virtucom warehouse and headquarters address:

1 Sun Ct NW
Peachtree Corners, GA 30092

c. The offer shall provide warehousing for DCSD computing devices at a bonded, insured and climate-controlled location.

Our warehouse is bonded, insured, and climate-controlled. We have provided our certificate of insurance alongside this response.

14 Relocation (Computers being relocated from site A to B or to a warehouse):

Prior to relocation or de-installation services, Virtucom's Project Manager or Project Lead will meet with DCSD IT Department or site administrator to walk-through the site and notate which devices will be relocated. These devices and their serial numbers will be notated, and the devices will be marked for de-installation service.

Offeror shall perform the following steps before relocating DCSD computers:

a. De-install computers

We will de-install computers and lock-down devices.

b. Individually shrink wrap each computer, monitor, peripherals, cables and printers per DCSD direction;

All computers, monitors, peripherals, cables, and printers will be individually shrink wrapped per DCSD direction.

c. Label equipment with to and from destinations; and

We will label equipment with to and from destinations.

d. Complete the required DCSD paperwork (C-50s).

Virtucom will complete the required DCSD paperwork (C-50s).

15 Dead on Arrival (DOA)

a. Every computer shall be tested by the installer to ensure proper working order at the location of installation.

Since all devices will come to the local Virtucom facility first, most DOA or warranty issues will be discovered prior to delivery to DCSD. Virtucom will verify working condition of all devices during installation.

b. If any computers are found to have major component defects, it is the offeror's responsibility to provide a new replacement unit during the installation.

Virtucom accepts responsibility to provide a new replacement device during the installation.

c. Repairs will not be accepted on DOAs.
Virtucom will work with the manufacturer(s) on all DOA equipment. DCSD will not have to deal with any issues regarding DOA equipment. Because the devices will come to the Virtucom facility first, most DOA or warranty issues will be discovered before the computer is brought to DCSD. However, if any issues are discovered during on-site setup, they will be resolved by Virtucom working directly with manufacturers.

d. DOA units may not be recycled into DCSD inventory for bid fulfillment.
Virtucom will not recycle DOA units into DCSD inventory for bid fulfillment.

e. DOA serial numbers shall be submitted to DCSD Project Management Office on the installation date.
DOA serial numbers will be submitted to DCSD Project Management Office on the installation date.

Attachment B-2 - Additional Details

1 The offeror shall provide 2 to 5 concurrent installation teams for each specified project as requested by DCSD. The installation team size will be determined by the offeror and DCSD based on project needs.
Virtucom has the scalability to provide at a minimum of two (2) to five (5) concurrent installation teams for each specified project, increasing beyond five (5) where necessary to ensure DCSD deadlines are met.

Virtucom is fully equipped to provide up to five concurrent installation teams for each project designated by DeKalb County School District. The team composition and size are determined collaboratively with the district, taking into account the scope, timeline, and complexity of the deployment. Our adaptive deployment framework ensures scalability, allowing us to meet stringent deadlines while upholding the highest standards of quality and operational efficiency.

2 The offeror shall provide experienced personnel to perform the installation services. DCSD requires a hardware certification and a minimum of two (2) years of experience. Additional certifications are acceptable. DCSD reserves the right to reject any team member. The offer shall include certifications for current personnel with the proposal. Copies of certifications are also required for this proposal. Therefore, copies of the certifications for future personnel must be submitted to the DCSD Project Management Office before assigning them to an installation team.
Virtucom technicians are certified to perform specific services in many different areas, but the most established, well-respected certification in our space is the CompTIA A+ certification. We have provided these certifications in Appendix B. Additional sample certifications with manufacturers and other third parties are also available upon request. We have provided some samples below.

Sample certifications:



3 The offeror's personnel working in DCSD facilities shall be bonded and insured by the offeror.
Virtucom personnel working in DCSD facilities will be bonded and insured by Virtucom. We have provided our Certificate of Insurance alongside this response.

4 DCSD requires a **local** Project Manager as the single point of contact from the awarded offeror to meet with DCSD staff weekly or as needed per DCSD. The primary function of the Project Manager will be to ensure all service delivery tasks are met for DCSD including the most efficient method of order placement, shipping, delivery, and installation. **Include Project Manager credentials with the proposal and an outline of the Project Management Process. Note* Project Manager assumes all responsibility for the project.**

Sean Beck will be your single point of contact throughout the entire establishment of processes. He will answer all requests, field questions, handle customer service-related concerns, and all other matters related to this project. He is supported by our Services Team to cast a wide net of support. Virtucom has included project management credentials below, as well as our project management process. The project manager assumes all responsibility for the project.



Sean Beck, Director of Account Management

Top sales leader and Relationship Account Manager. Quickly builds rapport with customers across the organizational spectrum. Applies strong work ethic by satisfying client needs, articulating value, building trust, solidifying relationships and leading successful negotiations. Defines, develop and execute strategies, generate new and mutually beneficial business. Consultative sales approach, delivers highly effective presentations and simplifies complex problems into viable business solutions.

Professional Experience

- Director of Account Management
  Virtucom, Inc.
  2016-Present
- Smarter Workforce
  IBM
  2014-2016
- Senior Client Executive
  IBM
  2008-2014
- Networking Services Sales Leader
  IBM
  2006-2008
- IBM Global Services Contracts Professional
  IBM
  2001-2006
- Middle School Teacher
  Waukegan Public Schools
  1992-1993

Education

Bachelor of Arts in Psychology and Sociology, University of Illinois
Master of Arts in Secondary Education, University of Illinois

Certifications

Google for Education Sales

Project Management

Virtucom delivers tailored technology solutions through collaboration, precision, and accountability. Our certified project managers expertly balance timelines, budgets, and quality standards while adapting to the evolving needs of school districts. With proactive leadership from planning to post-deployment, we ensure seamless integration, measurable results, and lasting success in every technology initiative.

Milestones

Virtucom's deployment framework ensures precise execution through well-defined milestones, from kickoff to closeout, with minimal impact on school activities.

- Kickoff: A detailed kickoff call aligns objectives, sets expectations, and defines project scope. Timelines, responsibilities, communication protocols, and potential challenges are addressed to ensure smooth execution.
- Site Assessment: Virtucom conducts on-site assessments to evaluate logistical needs, identify challenges, and develop tailored deployment strategies. This phase ensures a detailed understanding of each facility.
- Logistics: We coordinate hardware deliveries, managing shipping, warehousing, and delivery to ensure all equipment is ready for installation on schedule.
- Testing: All hardware undergoes rigorous pre-deployment testing to ensure functionality and readiness. Any issues are resolved before delivery, avoiding disruptions during installation.
- Rollout: Our technicians install, configure, and test devices on-site, ensuring seamless integration into existing infrastructure. Deployment schedules are adjusted as needed to accommodate school requirements.
- Quality Assurance: Post-installation quality checks validate device functionality. This includes network testing, hardware verification, and connectivity assessments, ensuring all systems perform as intended.
- Training: We provide targeted training for IT staff and end-users, equipping them with the knowledge to manage and support the technology. Training materials and documentation are provided for future reference.
- Closeout: Virtucom reviews the project to confirm objectives are met and gathers stakeholder feedback. Final adjustments are made, and a comprehensive summary report is delivered along with all documentation.
- Support: Post-deployment support ensures newly installed systems continue to operate effectively. This includes addressing technical issues and providing additional training as needed.

Rollouts

With 29 years of expertise, Virtucom delivers seamless, large-scale hardware rollouts for schools, minimizing disruption and maximizing impact. From small upgrades to multi-campus deployments, our rollouts are defined by precision, efficiency, and a deep understanding of educational needs. Our success starts with meticulous planning. We collaborate with district stakeholders to craft tailored strategies, set clear timelines, and allocate expert resources. From installation to configuration and testing, our technicians ensure devices are classroom-ready from day one.

To reduce disruptions, we align deployment schedules with school priorities, avoiding critical periods like testing. Our teams work with speed and accuracy, enabling educators to focus on teaching without interruptions. Each device undergoes rigorous testing to guarantee full functionality. Beyond deployment, we provide dedicated technical support, ensuring technology integrates seamlessly into classrooms and performs reliably. Virtucom's trusted expertise and unwavering commitment to excellence make us the ideal partner for schools seeking reliable, large-scale rollouts.

5 The offeror will assign an on-site project lead to manage all the installations and deinstallation service activities. The project lead will ensure that all customer expectations are met and implement the services according to DCSD direction. The project lead should be the offeror's primary point of contact at a project site.

Virtucom will assign a Project Lead if the Project Manager is not on-site. DCSD staff will be familiar with both project management and project leads before installations occur. The Project Lead will manage all installation and de-installation service activities, ensuring that DCSD's expectations are met and implementing the services according to DCSD direction. The Project Lead will be the primary point of contact at the project site and will be authorized to make decisions on behalf of Virtucom to ensure the project remains on schedule and to DCSD satisfaction. Ivan Calcano, Virtucom's Project Manager, will assume all responsibilities for the project, services, and Virtucom on-site technicians.

Ivan Calcano, Associate Services Director



Virtucom is honored to assign Ivan Calcano as the dedicated Project Manager for DeKalb County School District. Ivan will serve as the district's primary point of contact throughout the entire project lifecycle, ensuring transparent communication, expedited issue resolution, and meticulous project oversight. By engaging regularly with district staff through weekly or as-needed meetings, Ivan will foster clear and open communication channels. His proactive approach ensures challenges are addressed swiftly to maintain project momentum and prevent delays, while his comprehensive project updates will provide clarity and accountability at every stage.

Backstory

Ivan joined Virtucom in 2021 as a Services Associate, contributing to hardware installations for DCSD. His dedication and technical proficiency on this project led to a rapid promotion to Team Lead, where he managed multiple installation teams for enterprise clients.

Ivan's success as Team Lead earned him a promotion to Project Manager, where he developed project plans and ensured their effective execution. His performance and commitment to excellence led to his current role as Associate Services Director, where he oversees the entire services team's daily operations from Virtucom's headquarters, ensuring smooth execution of all on-site projects.

Ivan is one of Virtucom's fastest-rising employees, consistently demonstrating expertise in execution and leadership. He holds a Bachelor of Science in Computer Systems Engineering from Universidad APEC and certifications including CompTIA Project+ and CompTIA A+. He has also completed the OSHA 30 Hour Outreach Training Program, underscoring his commitment to safety standards. Before Virtucom, Ivan served as an Outside Plant Supervisor at BestWeb Corporation from 2014 to 2022, honing his leadership and technical skills, which provided a strong foundation for his current role.

Certifications:

- CompTIA A+ Certified
- CompTIA Project+ Certified

6 All invoices must include the DCSD item description and the DCSD purchase order number. Invoices must be submitted without any shipping cost, taxes, or late fees.

All invoices will include the DCSD item description and the DCSD purchase order number. Invoice will be submitted without any shipping cost, taxes, or late fees.

7 The offeror shall send invoices to the DCSD purchase order 'Ship To' address as well as the 'Bill To' department.
Virtucom will send invoices to the DCSD purchase order 'ship to' address as well as the 'bill to' department.

8 The offeror will need to assign a dedicated billing liaison able to resolve cost issues promptly.
The DCSD billing liaison to resolve cost issues promptly is Sean Beck, Director of Account Management. Contact Info:

- sbeck@virtucom.com
- 678-595-6109

9 DCSD requires a monthly aging report to be sent to the IT Budget Specialist via email by the 5th of each month. Including PO numbers, Invoice dates; Invoice numbers and Invoice amounts.
Virtucom will send a monthly aging report to the IT Budget Specialist via email by the 5th of each month. This includes PO numbers, Invoice dates, invoice numbers, and invoice amounts.

10 DCSD requires the invoice detail to match the details on the purchase order.
We will ensure that the invoice detail will match the details on the purchase order.

Attachment B-4 - Additional Details

1 Pricing shall include a 3-year on-site manufacturer warranty (changed to 1 year manufacturer warranty per Addendum #3) for all components (i.e. CPU, monitor, keyboard, mouse, and other cards/peripherals included in purchase) including parts and labor. The complete cost of repair (parts and labor) shall be covered by the service agreement. The warranty service agreement period shall begin from the delivery/installation date and DCSD sign off date of the system.

Virtucom guarantees that all pricing includes a standard manufacturer limited warranty encompassing all purchased components, including CPUs, monitors, keyboards, mice, and additional peripherals. This warranty covers all expenses related to parts and labor, initiating upon the delivery/installation date and formal district sign-off. This ensures that every device is comprehensively protected against defects and failures.

As an added value, Virtucom will offer a one (1) year VirtuCARE warranty at no additional cost to the district to complement the standard manufacturer warranty. This program includes enhanced services such as device sanitization and other value-driven features designed to streamline support and address district-specific needs.

2 The offer shall provide repair and replacement of equipment as necessary up to the warranty expiration date. This provision shall extend until all warranty periods have expired.

Virtucom will provide repair and replacement of equipment as necessary up to the warranty expiration date. This provision shall extend until all warranty periods have expired.

3 **LEMON CLAUSE**: If a system fails three times within twelve-months, during the three year warranty period, an identical replacement unit shall be provided by the offeror at no cost to DCSD. Lemon systems shall never be returned to DCSD inventory. If 15% of a certain model experiences a manufacturer defect within the three-year warranty period, the offeror shall recall the specific model and provide a replacement model throughout DCSD.

Virtucom agrees to the Lemon Clause. If a system fails three times within twelve-months, during the three year warranty period, an identical replacement unit shall be provided by Virtucom at no cost to DCSD. Lemon systems will never be returned to DCSD inventory. If 15% of a certain model experiences a manufacturer defect within the three-year warranty period, Virtucom will recall the specific model and provide a replacement model throughout DCSD.

4 The offeror must be able to integrate with the DCSD ticketing system (Incident IQ/current system at time of proposal award) to receive, update and close work orders. DCSD Help Desk will report all warranty calls to the offeror via the DCSD ticketing system. The offeror shall use the call management system to retrieve work orders for hardware resolution.

At Virtucom, we leverage our extensive experience with Incident IQ (IIQ), developed through successful working alongside DCSD. Our expertise enables us to enhance operational efficiency and optimize asset management for our clients. By fully utilizing IIQ's features, we can assist in delivering seamless device tracking, efficient workflows, and actionable insights tailored to meet each district's unique needs.

IIQ Capabilities:

1. Device Check-In and Check-Out: Virtucom understands that verification of devices currently in use is important, so we check to ensure collected devices are unassigned from the user.. Whether managing new deployments, temporary loaners, or returns, we maintain detailed records that assist with Inventory management and enhance accountability.

2. Status Updates: Our team efficiently manages IIQ status updates to ensure stakeholders are consistently informed in real-time. This includes updating Ticket statuses, such as changing to "In Repair" for collected devices or "Waiting Requestor" for quote approvals, as well as adjusting Asset statuses to reflect conditions like "Broken", "In Service", etc. These updates enable accurate reporting and maintain transparency at every step, fostering informed decision-making and improved operational efficiency.

3. Resolution Actions: Adding and managing resolution actions is a key area of our IIQ expertise. We implement processes to utilize customized Actions to show documented solutions and recurring issues to help build a knowledge base that forecast needs to help ensure uninterrupted operations.

4. Comprehensive Reporting: Virtucom works with districts to implement and customize IIQ reporting tools that monitor and verify service level agreement (SLA) adherence. We create tailored reports to provide detailed weekly, monthly, and quarterly insights, including device repairs, parts needed, resolution timelines, and trending issues. These reports empower districts to make data-driven decisions and improve overall service efficiency.

Why Virtucom?

At Virtucom, we go beyond basic IIQ usage to unlock its full potential for our partners. Whether customizing workflows, optimizing reporting, or training staff, our goal is to ensure your organization achieves excellence in asset management and operational success.

5 DCSD Information Technology (IT) Department has the right to open the computer case and install industry standard components without voiding the warranty during the service period. DCSD acknowledges that any items added by DCSD will not be covered by the warranty.

Virtucom understands that the DCSD Information Technology (IT) Department has the right to open the computer case and install industry standard components without voiding the warranty during the service period. Virtucom acknowledges that any items added by DCSD will not be covered by the warranty.

6 The offeror must submit a document in "Plain English" outlining extended service agreement terms and conditions. This document should be worded so that the average individual can understand without interpretation by an attorney.
Virtucom is including the requested manufacturer warranty, we are also providing our VirtuCARE warranty as a value added service. The terms are described in plain english below.

VirtuCARE
VirtuCARE, Virtucom's flagship warranty program, revolutionizes technology protection for educational institutions. More than just a manufacturer warranty, VirtuCARE offers a comprehensive, tailored solution to the unique challenges schools face. It includes extensive repair and replacement coverage, value-added services like battery replacements and device sanitization, and specialized features such as loaner devices and buy-back programs—all delivered as a seamless, turnkey solution.

Coverage
VirtuCARE offers robust, all-encompassing coverage that far exceeds standard manufacturer warranties. Key coverage includes:

- Defect Repairs: Comprehensive coverage for all manufacturer defects ensures devices perform as intended throughout their lifecycle, minimizing disruptions to instruction and enhancing reliability.
- Loaner Devices: To maintain continuity in classrooms, districts are offered loaner devices for any repairs exceeding the 2-day service level agreement (SLA). This ensures students and educators experience minimal disruption while devices are serviced.
- Express Replacement: VirtuCARE ensures timely repair or replacement of defective devices during the warranty period.

7 Extended Service agreement work shall be coordinated through DCSD within the IT Department. The IT Department will assign service technicians to review all warranty work orders before forwarding them to the offeror. This will minimize the number of non-warranty issues reported as warranty claims.
Virtucom will work with DCSD IT Department regarding the service agreement and reported warranty issues and claims.

8 If DCSD is not already an Authorized Service Provider for the manufacturer's product, then the proposal response must include a provision for up to 20 DCSD technicians to receive formal training to become authorized service providers within six months of the award date.
Virtucom will provide for up to 20 DCSD techniccians to receive formal training to become authorized service providers within six months of the award date. We have provided details on these self-maintainer programs in Appendix A.

9 DCSD may choose to provide warranty service and receive an agreed upon maintenance fee or rebate for the performed services. The offer shall offer the training and certification exams must be offered at no cost to DCSD.
Virtucom will assist with the sign-up process for any self-maintainer repair programs with the manufacturer(s) of DCSD's choice. All proposed manufacturers have programs that offer maintenance fees and rebates for services performed, and we will help coordinate the process for signing up the District and DCSD personnel. All associated fees, training, and certification exams will be offered at no cost.

10 DCSD requires access to a toll-free telephone number for DCSD technicians to speak directly with the manufacturer's technician.
Virtucom will provide a toll-free telephone number for DCSD technicians to speak directly with the manufacturer's technician.

11 DCSD technicians must be able to request parts and services directly through higher-level manufacturer support for the system's life.
Depending on the one or more manufacturers chosen by DCSD, we can set up the District for the appropriate self-maintainer programs. These programs empower Districts to not only perform their own repairs, but they also have their own support system and portals for ordering parts.

12 All warranty parts are exchanged with packaging and pre-paid mailer supplied by the manufacturer.
All warranty parts will be exchanged with packaging and pre-paid mailer supplied by the manufacturer.

13 The offeror shall provide at least 1% at all times of a total order of complete system units at no additional cost to stock DCSD repair inventory. The delivery of the systems shall be scheduled each quarter at no charge.
Virtucom will provide a 1% spare pool at all times, and at no additional cost to stock DCSD repair inventory. We will schedule the delivery of the systems each quarter at no charge.

14 For the life of the devices, the manufacturer must provide a web-based interface to include, but not limited to software drivers, service history, system documentation, system specifications, and on-line ordering of parts.
As described in the Value Add section, Virtucom will be providing a Dedicated Web Page that will provide support specifically for DCSD that would include not only software drives, service history, system documentation, system specifications, and online ordering of parts, but also frequently asked questions, reports and report requests, contact information, etc.

15 The offeror shall provide DCSD with an electronic file in Excel format that includes, but is not limited to the following information on a weekly basis unless specified otherwise:

a. Product Name and Product Type
b. Computer and monitor serial and model numbers and DCSD asset tags;
c. Vendor Name;
d. Manufacturer's Name;
e. Service agreement start/end dates;
f. Installation location and site ID (provided by DCSD);
g. Purchase order numbers;
h. Purchase Price;
i. Installation/Delivery date;
j. Funding Source; and
k. Serial and asset tag numbers for all DOA components.

Manufacturer and/or ship dates do not substitute for the installation/delivery system sign off dates.

Virtucom will provide DCSD with an electronic file in Excel format that includes, but is not limited to the following information on a weekly basis unless specified otherwise:

a. Product Name and Product Type
b. Computer and monitor serial and model numbers and DCSD asset tags;
c. Vendor Name;
d. Manufacturer's Name;
e. Service agreement start/end dates;
f. Installation location and site ID (provided by DCSD);
g. Purchase order numbers;
h. Purchase Price;
i. Installation/Delivery date;
j. Funding Source; and
k. Serial and asset tag numbers for all DOA components.

Manufacturer and/or ship dates do not substitute for the installation/delivery system sign off dates.

16 If a service call requires the replacement or restoration of a hard drive, the offeror must reload the appropriate current DCSD image and confirm complete operation of the unit as originally installed.

Virtucom will reload the correct image in the event that a hard drive needs to be replaced or restored. Afterwards, Virtucom recommends re-configuring the system by such methods as:

- Joining the domain
- Verifying network connectivity
- Adding printers, local or networked
- Turning off the power management options
- Configuring appropriate drive mappings
- Configuring user path defaults for the Microsoft Office Suite

17 The offeror shall affix DCSD asset tags to all required equipment as decided by DCSD under the DCSD Property Accounting Procedures and complete other required DCSD administrative paperwork on the actual installation day.

Virtucom will continue to affix the DCSD barcodes to all required devices as decided by DCSD, according to the DCSD Property Accounting Procedures. Virtucom will continue to complete DCSD administrative paperwork on the actual installation day (Administrative paperwork to include: District R40, Packing Slip, and Invoice).

Upgraded Asset Tagging: Virtucom will provide DCSD with an asset tag that meets the Information Technology Department's standards. In addition to this standard information, Virtucom proposes to include such valuable information as:

- Date of purchase
- Warranty expiration date
- Contact information to report a warranty issue

18 Offeror shall provide DCSD notification for warranty equipment expiration at least 30 days before the expiration date.

Virtucom will provide DCSD notification for warranty equipment expiration at least 30 days before the expiration date.

EXHIBIT "C"



Robert R. Freeman Administrative Complex
1701 Mountain Industrial Boulevard
Stone Mountain, GA 30083

MEMORANDUM

TO: Dr. Kermit Belcher, Chief Information Officer
Division of Information & Instructional Technology

FROM: Dr. Devon Q. Horton, Superintendent
Office of the Superintendent

DATE: March 10, 2025

RE: ITB 25-599: Computer Devices, Accessories, and Associated Services (Not to exceed $49,074,734.46)

At its business meeting on Monday, March 10, 2025, the DeKalb Board of Education approved the award for ITB 25-599: Computer Devices, Accessories, and Associated Services for the DeKalb County School District (DCSD) for the upcoming device refresh initiative which fall under the Instructional Device Lifecycle Management Program for over 98,000 student devices and 11,500 staff devices to CDW-G and Virtucom, Inc to the lowest responsive and responsible bidders whose bid meets the requirements and criteria set forth in the Bid Documents in the amount, not to exceed $49,074,734.46.

After a thorough evaluation, CDW-G and Virtucom, Inc. were selected as the vendors who best meet the solicitation requirements. The requested awards are $36,403,901.30 for CDW-G and $12,670,833.16 for Virtucom, Inc., totaling $49,074,734.46.

Please take the appropriate action to affect this directive of the Board.

DQH:cm

c: Ms. Carla Smith, Executive Director, Vendor Services, Division of Finance
Ms. Latrice Brown-Shropshire, Purchasing Assistant, Division of Finance

EXHIBIT "D"

DeKalb County School District | Finance

March 21, 2025

Virtucom, Inc.
Attn: Amber O'Brien
1 Sun Court NW
Peachtree Corners, GA 30092

proposals@virtucom.com

RE: Notice of Award – ITB 25-599 Computer Devices, Accessories, and Associated Services

Greetings Amber O'Brien:

This is to notify you that your bid for the above referenced project has been accepted. Accordingly, the accompanying Service Agreement is awarded to **Virtucom, Inc.** contingent on the following:

1) Attached is a copy of the **Service Agreement** for the above referenced project between the DeKalb County Board of Education and **Virtucom, Inc.** for your review and execution. The service agreement must be signed by an officer of the company and returned to this office within five (5) business days of receipt. Upon execution by the DeKalb County Board of Education, a copy of the contracts will be returned for your use.

2) Presentation of satisfactory Certificate of Insurance in accordance with **Article 17** of the contract. All liability policies shall name the Owner, the DeKalb County School District, and the DeKalb County Board of Education as an additional insured.

3) A criminal background check must be performed on all **Virtucom, Inc.** employees, project subcontractors and vendors performing work on DCSD property under this contract. Such background checks will be performed by DCSD Public Safety Department at the expense of the individual at a cost of $45.00 per individual. Background checks should be coordinated with Julia Holley, Procurement Clerk. Ms. Holley may be reached at julia_holley@dekalbschoolsga.org. **NO ONE ASSIGNED TO THIS CONTRACT WILL BE ALLOWED ON ANY DCSD SITE UNTIL THEY HAVE BEEN CLEARED BY THE DCSD PUBLIC SAFETY DEPARTMENT.**

4) **Virtucom, Inc.** shall provide each of their employees and all subcontracted employees with proper identification issued by DCSD Public Safety Department. This identification must be worn on the outer garment at all times when on DCSD premises.

5) Vendors are required to register through the Vendor Self Service Portal. The Vendor Self Service Portal is located at https://dekalb.munisselfservice.com/Vendors/default.aspx.

6) You are reminded not to begin performance of the work until you receive a fully executed copy of the service agreement, and a district issued purchase order. The DeKalb County Board of Education is not liable for costs incurred by **Virtucom, Inc.** for work performed prior to the issuance of a purchase order.

Robert R. Freeman Administrative Complex
1701 Mountain Industrial Blvd | Stone Mountain, GA 30083
678.676.0110 | www.dekalbschoolsga.org

7) Upon receipt of the executed contract by **Virtucom, Inc.** and an acceptable Certificate of Insurance as outlined above, a (Kick-off Meeting) will be scheduled by the Project Manager or End User department.

If you have any questions or concerns regarding this award, give us a call at 678-676-0217.

Thank you for your interest and cooperation on behalf of the DeKalb County School District.

Sincerely,

Weyman F. Christopher

Weyman F. Christopher, NIGP-CPP, CPPB, CPPO
Procurement Manager III, Non-Capital

Attachment: Service Agreement

cc: Division Chief
Department Head/Executive Director
Project Manager or Director
Ms. Carla L. Smith

CLS/WFC

ACKNOWLEDGMENT

Virtucom, Inc. hereby acknowledges DeKalb County School District's offer of award of ITB 25-599 Computer Devices, Accessories, and Associated Services, at the same prices, terms, and conditions as stated in the original solicitation document and the attached Service Agreement.

Authorized Signatory

3/21/2025
Date

Don Tang
Name (Typed or Printed)

COO
Title of Authorized Signatory

END OF EXHIBITS