

November 14, 2012

Addendum 3:

#21S-13 STUDENT ACCESS SERVICES

- 1) Section 3.2.3.5.1 Device Management Options #2. Helpdesk - Are you requesting Help Desk for Students or IT Staff? Do you have an estimated number of calls you anticipate requiring support? Do you need any other languages supported other than English? If yes, which languages??"
 - a. This is a residential at home service for internet access. The proposing vendor should refer to their historical support for providing like services in developing a response. English will be the only required support language. Toll free number service is expected.
- 2) Section 3.2.3.4.1 Learning Device Minimum Specifications - The Netbook specifications call for 1.6Ghz Processor and 320Mb of Graphics RAM, is this a minimum as we have seen most netbooks have 1.0Ghz processors with 256 Graphics RAM. Would these specifications be sufficient? Please help us understand why we need that larger graphics RAM, do teachers need a different specification than students?
 - a. The proposer can offer multiple netbook configuration solutions. The minimum requirements are that the proposed solutions support the function, features and application requirements outlined in section 3.2.3. The selection committee will evaluate each proposal based upon the selection criteria outlined in the RFP.

NOTE:

Please acknowledge receipt of this addendum by signing and dating this page and include a copy with your proposals.

Signature _____ Date: _____