

TECHNOLOGY TASK FORCE
PLATFORM, SPECIFICATIONS AND PROCUREMENT SUBCOMMITTEE

DATE: October 11, 2011
TIME: 8:45 am
PLACE: WW53
MEMBERS: Chairman Jayson Ronk, Vice- Chairman Keven Denton, Jenn Johnson, Senator Melinda Smyser, Representative Wendy Jaquet, Colby Gull, Gary Smith

Chairman Jayson Ronk called the meeting to order at 8:45 am.
Committee members introduced themselves individually.

Committee members completed their responses to the RFI questions.
See below.

Chairman Jayson Ronk adjourned meeting at 10:12 am.

AMENDMENT 1 TO RFI 01246

Responses to Questions

General Questions

Question 1. While [our company] is a provider of the type of managed services for mobility products described in the RFI, [our company] does not manufacture mobile devices. However, we do have alliances with the major players in the mobile computing marketplace, and can integrate their offerings with our services. Will the state entertain responses from non-OEMs like [our company]?

Response 1. The SDE is concerned about the cost of the Device and believes dealing directly with the OEM will result in much lower costs for the Devices and resulting services than going through an Integrator such as your company. We would encourage you to provide information and budgetary estimates to show how your company can provide the services at a lease rate (per Device) that would be equal to or better than an OEM. The purpose of the RFI is to gather information such as this so informed decisions can be made.

Question 2. What is the desired outcome of this initiative and how will success be measured?

Response 2. As the Procurement subcommittee interprets this question, one of the goals of Students Come First is to make sure we have a one-to-one ratio of students to mobile computing devices in every Idaho high school. A mobile computing device may be, but not limited to, an iPad, Nook, Kindle, or other tablet PC of the future. Giving every high school student access to a mobile computing device in the classroom will open up a world of opportunities. The mobile computing device will not only help engage students through computer-based learning, but it also becomes the textbook in every classroom, the research tool in science, the word processor in English, and a way to engage students in learning like never before. Please refer to RFI Response Requirements 1 and 2.

Question 3. What application or process will be used to measure success of the Students Come First initiative, and what are the defined criteria?

Response 3. This question is beyond the scope of this RFI; please refer to the Students Come First website (<http://studentscomefirst.org/>).

Question 4. How do peripheral devices, such as printers and projectors, fit into your one-to-one mobile computing initiatives?

Response 4. Peripherals such as printers and projectors will be an integral part of the One to One Initiative. Schools deploy commonly available printers (HP, Kyocera, etc.) and projectors (Infocus, Sanyo, Panasonic, etc.). Printers are typically available via existing networks and projectors available in the classrooms. At a minimum the devices must be capable of connecting to standard VGA devices and routable TCP/IP protocols.

Question 5. Do you have a plan in place to manage printing with so many mobile devices?

Response 5. See Q/R #4, above.

Question 6. Do you anticipate that peripheral devices will be part of the “wireless” network?

Response 6. Yes.

Question 7. What is the virtualization adoption and vision?

Response 7. We would be interested in hearing how you would deploy virtualized applications and/or machines in an environment where students will be taking the devices offsite and may not have access to high speed Internet. Please indicate how you would use virtualization to create economies of scale and ease of management.

Question 8. What is the current IT security profile?

Response 8. The security solutions need to provide software and/or services that comply with FERPA and CIPA. The vendor will need to provide a way for students to retrieve data in case of device failure.

Questions related to the Response Requirements

(Note: The response requirements are provide in full with their related questions following)

- 1. The primary users of the Device will be students and their teachers who will need to:**
 - 1.1 Access the web;**
 - 1.2 Access productivity software (e.g. word processor, spreadsheet, presentation, mathematic/scientific calculations);**
 - 1.3 Access to research (web browser);**
 - 1.4 Access to collaboration tools (wired/wireless networking, email); and**
 - 1.5 Access to peripherals**

To this end, the Device will need to be lightweight, durable, possess long battery life, and have a bright screen. Describe how your Device will accomplish these needs.

Question 1. Will the teacher devices and the student devices need to be the same device?

Response 1. While we anticipate the device for teachers and students to be the same, teachers will have the additional requirement to dock the device for use of peripherals.

Question 2. Where are the data centers for the high schools located? How many are there? How are they supported? Are they tier 3 data centers? Who provides this service,

connectivity?

Response 2. Varies by school and district.

Question 3. What is currently used for disaster recovery?

Response 3. Varies by school and district.

Question 4. How are students and teachers currently accessing the Internet?

Response 4. Idaho Education Network. Please reference **Attachment B** of the RFI.

Question 5. Student / Teacher data retention – how much is currently being stored, and how long will this data need to be retained / archived? What types of data need to be archived?

Response 5. Data should never be deleted except by the owner/administrator. Data should be able to be retrieved for up to 30 days. If there is a storage limit please identify the amount. Any teacher/student created content should be able to be archived from the start date of the account creation until the district removes the account.

- 2. Given the nature of the classroom environment, describe how your managed services will allow for continuous, uninterrupted battery power for the Device during the 8 hour school day.*

No questions received

- 3. The Devices will, on occasion, require maintenance or replacement. Explain how you will maintain your Devices. Explain how you will maintain, repair, or replace the Device with minimal impact to the student or teacher.*

No questions received

- 4. Depending on the Device, the operating system (and possibly the BIOS) may need to be upgraded. Explain how you will provide these upgrades without impacting the school day.*

No questions received

- 5. Explain how you will manage the deployment of the Devices and maintain an accurate inventory of the Devices, their locations, and conditions.*

Question 1. Are there privacy issues or concerns that we need to be aware of?

Response 1. The State of Idaho is required to follow the protections provided in FERPA. We expect the respondent to follow these guidelines as well (Family Educational Rights and Privacy Act)
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

6. Occasionally, the Devices will need to be reimaged with the school defined image. Explain how you will accomplish this with minimal impact to the user.

No questions received

7. Since the resulting contract will be a managed service, software maintenance (patches, fixes, and upgrades) will be the responsibility of the successful OEM. Explain how you will accomplish this task; as well as how you will keep antivirus software updated with the latest versions and virus definitions, all with minimal impact to the user.

No questions received

8. As the OEM, what is the optimal refresh rate for the Devices the SDE should consider? What options are available under your leasing program(s)? Provide information on your leasing program(s) and how your program(s) could assist the SDE in its Students Come First effort.

No questions received

9. For budgetary purposes only, what is the approximate lease rate you would charge per Device to accomplish what is envisioned in this RFI? Base your response on what you provide as an optimal refresh rate provide in Item 8, above. Note the charge per Device needs to be fully burdened to include all costs associated with a managed service; one that encompasses all that is envisioned in this RFI.

Question 1. Will the State of Idaho have any special or specific billing requirements preferred for the lease, such as asset level breakdowns by location or serial numbers?

Response 1. The State envisions payments to be made from its central office. Site specific data will be required from the vendor

to ensure contract compliance prior to payment.

Question 2. Do you require any on line tools for the administration of the leasing platform through the life cycle of the lease?

Response 2. **Yes, for asset management.**

10. The Students Come First initiative will involve schools throughout the state and there is an expectation that local resources will assist the successful OEM in fulfilling the Students Come First expectations. Explain how you will use local resources. Local resources can be value added reseller (VARs), contractors, and the like.

No questions received

11. Company qualifications: Give us a brief description of your company's qualifications, as well as examples of similar efforts contemplated in this RFI which your company has undertaken.

No questions received

12. As a potential expert in the services contemplated in this RFI, provide suggestions or points to consider that will assist the SDE in making this program successful.

No questions received

13. What do you see as the risks associated with this program, and how could these risks be mitigated?

No questions received

14. How will your company comply with the Child Internet Protection Act (CIPA)?

No questions received

15. How will your company take care of student file storage? How will your company take care of files in case of Device failure?

Question 1. What is the State's policy for data retention?

Response 1. There is no State policy but we intend that data should never be deleted except by the owner/administrator. Data should be able to be retrieved up to 30 days. If there is a storage limit please identify the amount.

16. The proposed Device must be able to access all of the SDE's on-line tools and be 100 per cent compatible with those tools, being able to access them through full-featured web browsers and not limited or diminished capable browsers. Explain how your Device will accomplish this.

Clarification. The intent of requirement 16 was for the device to be able to support online applications such as the list below and online content creation tools that utilize the content editable HTML specification. Primary examples of these tools are listed below however this is not a comprehensive list and may be subject to change.

Online courses such as:

IDLA

Instructional Management Systems – Schoolnet

Digital Content – Discovery, Learn 360

ISAT

Student Information Systems

Powerschool

Infinite Campus

Skyward

Microsoft Sharepoint

Apangea

Learning Management Systems – Blackboard, Moodle

Aimsweb

Milepost

Smart Balance Consortium Assessment

Online content creation tools such as:

Google Docs

Microsoft Office 365

iCloud

Question 1. Question 16 states that the proposed device must

be able to access all of the SDE's on-line tools and be 100 percent compatible with those tools. Is there a list of SDE's on-line tools and a brief description of system requirements for each? Without knowing the requirements, it is difficult to respond with certainty to this question.

Response 1. See clarification above.

Question 2. Will you provide vendors with a list of software applications used today?

Response 2. See clarification above.

Question 3. What criteria are used for adoption of software applications?

Response 3. The adoption of software varies by school and district. Generally, adoption is accomplished by assessing need, applicability and compatibility with existing systems.

Question 4. Will the State provide vendors a list of all software and SDE's on-line tools for vendors to use in determining compatibility?

Response 4. See clarification above.

Question 5. Currently, what types of technology is (sic) in place for teachers and students? Also, will that technology be replaced with this project or considered in the future?

Response 5. Varies by school and district and possibly will be replacing existing workstations for teachers.