

March 6, 2018  
Board Questions

1. JMI-604-18 HARDWARE, SOFTWARE AND SERVICES TO PROVIDE A ONE-TO-ONE DEVICE PROGRAM FOR STUDENTS AND STAFF
  - a. \$140,000,000
  - b. 133,000 devices rolled out over 4 years for 7 year total contract
2. Since this is the largest contract in our operating budget, I think we should not vote on it at March 6 meeting. We should receive answers to our questions, discuss at meeting and then have time to evaluate the answers similar to the budget work session process, and submit follow up questions. And vote at a later date.
3. Also, please provide links and pdf versions to readily available documents tomorrow to the full board so they can be reviewed over the weekend:
  - a. The RFP and response submitted for current Daly Computers, Inc HP device contract # MWE-807-14  
*This material will be available at a designated Web location for Board members.*
  - b. The RFP and response submitted for Daly Computers, Inc. device contract #JMI-604-18  
*Due to the proprietary and confidential nature of this information, the release of this information is being reviewed by the Office of Law.*
    - i. Response submitted by other responsive bidders  
*Due to the proprietary and confidential nature of this information, the release of this information is being reviewed by the Office of Law.*
  - c. Especially indicate how much staffing is included in from each responsive bidder.  
*Specifications required that the vendor provide twenty (20) Certified Repair Technicians. The Certified Repair Technicians were to be included for implementation to ensure teachers receive their devices in time to prepare for the school year.*
  - d. If staffing is reduced, what is the system plan to rollout 40,000 additional laptops.  
*Staffing is not being reduced. Additional staffing for FY19 deployment is mandatory. Subsequent support and maintenance will continue at current levels.*
  - e. If vendor not supplying staffing, what is the resulting dollar savings?  
*An opportunity exists to generate even greater savings for these services, so a separate contract for maintenance and support staffing is the subject of another RFP and will be presented at a future Board meeting. The total projected savings, including both hardware and support services, is at least \$19.8 million.*
  - f. Will new contract support a large shop facility, plus trucks and drivers to supply parts and computers, similar to the one currently in Rosedale?  
*Yes*
  - g. If not, how much more will it cost BCPS to provide similar service?  
*N/A*

- h. Provide bid submissions from other responsive vendors for proposed contract.  
*Due to the proprietary and confidential nature of this information, the release of this information is being reviewed by the Office of Law.*
- i. Provide the Evaluation Form for each responding Vendor’s proposal and device, include: proposed hardware, training plan, deployment strategy, service model, and pricing.

FIRM	WEIGHTED POINTS	MAXIMUM WEIGHTED POINTS	TOTAL POINTS	MAXIMUM POINTS	PERCENT OF TOTAL
Daly Computers, Inc.	38.028	45	270.52	315	86%
Data Networks of America, Inc.	34.149	45	249.55	315	79%
Virtucom, Inc.	33.663	45	243.13	315	77%
CDW Government LLC	31.641	45	222.98	315	71%

- j. Provide the test results for functionality, ease of use, ease of repair, and durability for each responding Vendor’s proposal and each device (s).  
*The following results represent a subset of all functional criteria. Functional criteria is one of the seven overall criteria evaluated.*

DEVICE	Functional Test Results for Specifications, Battery, Durability, and Repair
<b>Daly Computers Inc.</b>	
Student	36
Staff	34
<b>Data Networks</b>	
Student	32
Staff	36
<b>CDW-G</b>	
Student	34
Staff	31
<b>Virtucom</b>	
Student	34
Staff	31

- k. Provide information for each model and type of device.  
*A 14” HP Elitebook X360 1030 G2 for teachers and staff members, \$1,549.*  
*An 11” HP ProBook X360 11 G2 EE for students, \$906.*

4. According to Board Policy 3231 there is supposed to be a Vendor evaluation for all contracts over \$500,000. Please provide to the Board the detailed evaluation for current Daly/HP device Contract #MWE-807-14
  - a. A. *The Board of Education of Baltimore County (Board) is committed to the effective management of vendors conducting business with the Baltimore County Public Schools (BCPS).*
  - B. *The Board believes the effective management of vendors includes a process to evaluate vendor performance under a contract for purchase of goods, performance of services, consulting, construction, construction management, building renovation, or improvement of facilities.*
  - II. *Standards A. Vendors should receive feedback on their performance, whether it is positive or negative. In the case of negative feedback, the vendor shall be informed of why their performance is unsatisfactory and what corrective action is required.*
  - B. *The Board reserves the right to use vendor performance appraisals to evaluate a vendor's ability to perform on subsequent contracts.*
  - C. *The Superintendent shall establish administrative rules and procedures for vendor performance evaluation. These rules and procedures should include, but shall not be limited to, a process for performance appraisal, communication of feedback to vendors, documentation requirements, a process for suspension or debarment of unsatisfactory vendors, and a vendor appeal process.*

*Rule 3231, Section III, Paragraph A requires that evaluation be performed within 30 days of completion of the contract. Vendor performance has been satisfactory to date.*
5. Please compare SIDE BY SIDE the current device contract MWE-807-14 with proposed contract JMI-604-18.
  - a. Please provide actual evaluation form for proposed device and competitors. Compare side by side service currently provided by Vendor and proposed service under new contract. Include: required turnaround time, # of loaners provided, where are parts depoted, how parts delivered

	<i>Current</i>	<i>Proposed</i>
<i>Required Turn Around Time for Offsite Support</i>	<i>48 hours</i>	<i>48 hours</i>
<i># of Loaners Provided</i>	<i>A percentage of the devices leased annually and varies from year to year</i>	<i>A percentage of the devices leased annually and varies from year to year</i>
<i>Parts Depot</i>	<i>At Manufacturer (HP)</i>	<i>Onsite at BCPS and Vendor's local facility</i>
<i>Parts Delivered</i>	<i>As requested on a one at a time basis</i>	<i>Parts will be delivered and stocked at both the vendor's location and BCPS. Technicians will have access to parts on hand to repair devices.</i>

6. If devices provided are not HP Hewlett Packard, how will that affect teachers and students with different devices?

*HP devices are proposed.*

- a. How will that affect use of other technologies: projectors, networks, wifi, printers, docking stations, etc.

*The proposed devices are required to be fully compatible with all other technology.*

7. Original Contract (MWE-807-14)

8. Term: 7 years (through 6/30/21) with 13-year extension Estimated contract authority: \$205,000,000 = \$29,285,714/year

- a. Source for points and questions that follow:

- i. Year 1 - \$ 6,838,476
- ii. Year 2 - \$18,211,667
- iii. Year 3 - \$37,451,009
- iv. Year 4 - \$50,496,075
- v. Year 5 - \$43,657,599
- vi. Year 6 - \$32,284,408
- vii. Year 7 - \$13,045,065

- b. Average of the expected expenditures for years 1 through 4, for 150,000 students, teachers and staff= \$28,249,307 So why was it actually \$40,728,096, especially since it has not yet served the 28,378 students in the 21 high schools who are still without devices?

- i. Page 48 Student Counts 2017 (Feb 2018). Total High Schools enrollment 31,279.

- ii. 3 high school Light houses, Chesapeake 976 , Pikesville 875, Owings Mills 1050  
*Total contract expenditures to date are \$110,808,984.84 for all leases including FY15, FY16, FY17, and FY18. The total cost for these 4 current leases, when paid in full, will be \$162,912,384 through FY21. Therefore, \$162.9 million represents our full obligation through year 7, which averages \$23.3 million annually.*

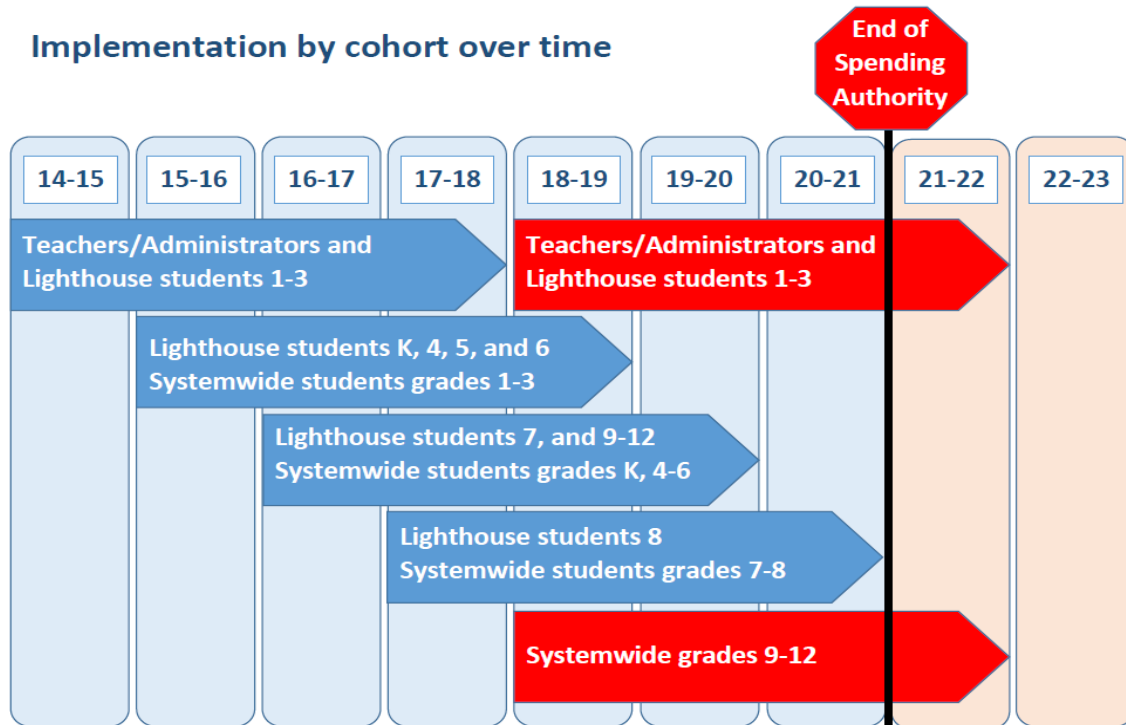
- c. \$112,997,227 in 4 years of Lease payments plus funding authority of \$3 million to allow for the one-time purchase of devices under the negotiated pricing agreements=  
\$115,997,227

*See the response in 8b.*

- d. So why are the total contract expenditures \$162,912,384, ESPECIALLY when only 3 high schools received devices during year 4, which is much less than all 24 high schools that were factored into the original year 4 calculation?

*See the response in 8b.*

- e. Why do we need to act now when our current contract does not expire until 2021?  
*This graphic illustrates why we must act now.*



*Our lease ends June 30, 2018; therefore, if we do not reissue a lease, our teachers, administrators, and elementary Lighthouse students will not have devices next school year. In addition, the remaining high schools would be denied the opportunity to have devices. This would directly impact approximately 50,000 students, teachers, and administrators.*

- f. Do we have enough remaining contract authority to continue this 7-year contract through year 5? (according to calculations, there is \$42,087,616 remaining, and the original item says Year 5 (June 2018-2019) anticipated lease payments = \$43,657,599)  
*To date, there have been four staggered four-year leases (see chart above), of which the final lease expires in the seventh year, which is FY21. We have spending authority for those leases that we have entered into. The first four-year lease expires this June for Lighthouse elementary schools, all teachers, and administrators. We do not have sufficient spending authority to enter into another four-year lease at this time for this cohort.*
- g. IF Daly has already burned through what should have been 6 years of funding in the first 4 years (\$162.9 mil), HOW will \$140 mil last 7 years in the second go-round?  
*This is an inaccurate premise. As noted in 8b, BCPS has spent \$110.8 million to date. The costs over 7 years will be \$162.9 million; expenditures are, therefore, within the limits of our current contract.*
- h.

9. Did Daly have the lowest bid or the highest-rated proposal, and how much weight was each of these factors given?

*Daly's proposal was the highest rated of the four responsive and responsible proposals received. The weighting was included in the solicitation document.*

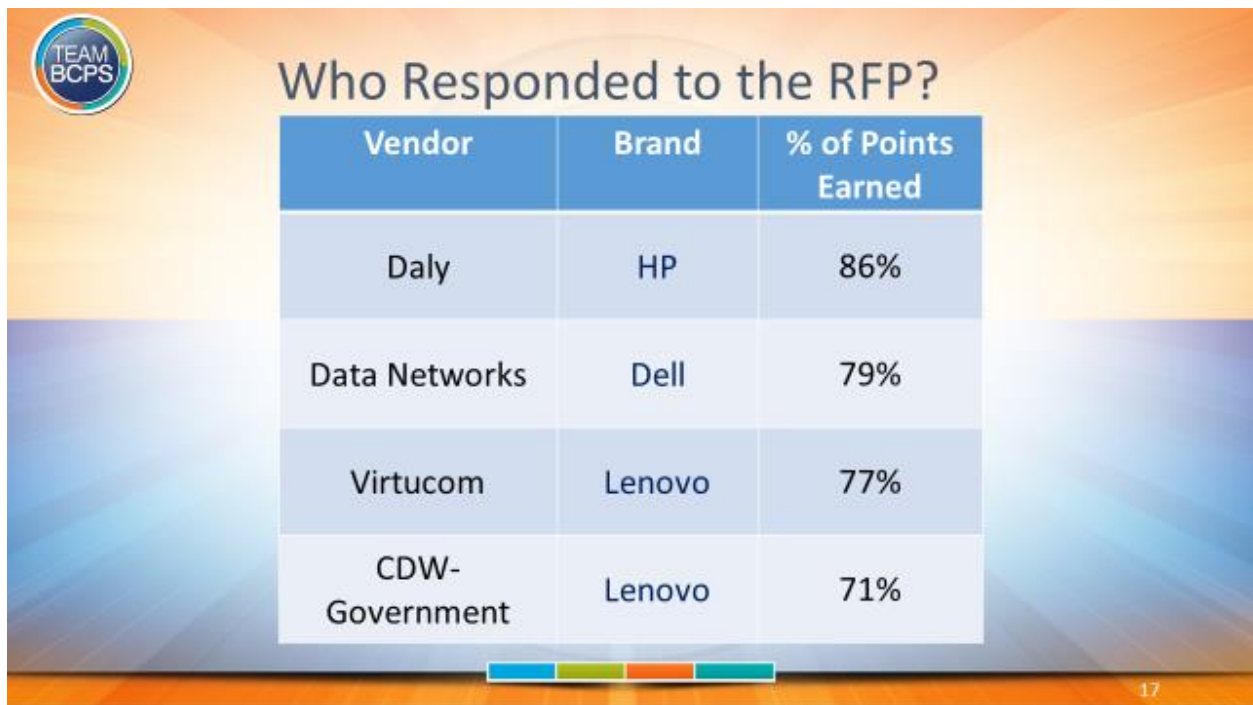
<i>Criteria</i>	<i>%</i>
<i>Criteria #1: Functional Requirements</i>	<i>30%</i>
<i>Criteria #2: Implementation Services</i>	<i>15%</i>
<i>Criteria #3: Experience and Qualifications of Firm</i>	<i>15%</i>
<i>Criteria #4: Experience and Qualifications of Proposed Staff</i>	<i>10%</i>
<i>Criteria #5: Price</i>	<i>15%</i>
<i>Criteria #6: Quality of proposal submission</i>	<i>5%</i>
<i>Criteria #7: Demonstrations / Oral presentations</i>	<i>10%</i>
<b>TOTALS:</b>	<b>100%</b>

10. How confident in Daly's financial proposal after they burned through 6 years of funding in 4 years?

*This is an inaccurate premise. See the response in 8g.*

11. Which devices were offered by the other 4 vendors?

*The chart below includes the four responsive and responsible proposals. One vendor's proposal was nonconforming and was not forwarded to the evaluation committee.*



- a. What are we paying per device?  
*\$906 for student devices and \$1,549 for teacher and staff devices.*

- b. How does this compare with other MD counties?  
*An accurate comparison between other Maryland school systems would be difficult due to the varying specifications for each school system's curriculum, infrastructure needs, and data sharing requirements.*
- c. (Montgomery County paid \$375 for each Chromebook year one (2014) of their tech initiative, and that is a purchase not a lease-- \$15 mil on 40,000 devices.

d. Source:

12.

13. Will there be improvements on the network filter in order to keep students safe?  
*Yes, network filtering is continuously upgraded and monitored by the Department of Technology.*

14. Does the screen auto-dim in lower light or in evening to protect young eyes?  
*Yes, the proposed student device provides an adaptive brightness feature.*

15. What is battery life expectancy? Was this evaluated by the evaluation team? Compare that with current device estimated and actual.  
*The manufacturer specifications indicate the proposed device has a battery life of 10 hours. The current device had a manufacturer specified battery life of 6 to 8 hours.*

16. Why were no parents on the evaluation team? Non- employee parents.  
*This is an inaccurate premise. Parents participated during the demonstrations, which were part of the evaluation process.*

17. Please identify all staff participants on the evaluation team.  
*Evaluation team members are requested to maintain confidentiality regarding the evaluations.*

*Teachers*

*TABCO*

*Administrators*

*CASE*

*Special Education Citizens Advisory  
Committee*

*Citizens' Advisory Committee for Gifted  
and Talented Education*

*Information Technology*

*Facilities Management*

*Food Services*

*Research, Accountability, and Assessment  
Academics*

*Academic Services*

*Special Education*

*School Counseling*

*Innovation and Digital Safety*

*Baltimore County Parent Teacher*

*Association Council*

*Superintendent's Parent Advisory Council*

*Business Management Information Systems*

18. Is there a standard 1/8" headphone jack?

*Yes, the proposed student device has a standard 3.5 mm input for headphones.*

19. Will new student devices fit in current docking stations?  
*No, and so the cost of new port replicators is included in the proposal.*
20. Will new teacher devices fit in current docking stations?  
*No, and so the cost of new port replicators is included in the proposal.*
21. Will unit include all adaptors and dongles to allow connection to bcps equipment and projectors without connecting to a docking station?  
*A port replicator will be provided in lieu of a docking station. Any necessary adapters will be provided by BCPS.*
22. Do new units include a carry case? Will the carry case fit inside a standard backpack? Will the student device fit in old carry cases?  
*The new device fits in current carry cases, therefore, demonstrating a cost savings. The current case fits in a standard backpack.*
23. Since this is a net increase in computers for the district, will this purchase also include additional tech support, personnel or staff?  
*No, this will not require any permanent additional tech support; however, specifications required that the vendor provide twenty (20) Certified Repair Technicians to facilitate implementation for all teachers and student deployment. After first-year device deployment, no additional support, personnel, or staff will be provided.*
24. Please outline the service and support model for students in school, teachers, school administration and staff, central administration and staff, other departments?  
*BCPS uses BCPS Serve to track all tickets for service, including those called into the Help Desk. Technicians provide support to schools and central offices. Support includes device repair, as well as support of existing technology in the schools and offices. The vendor will provide offsite support for repairs.*
25. Will Vendor provide import-ready records to add new units to inventory control?  
*Yes.*
26. Needs to be determined exactly how much BCPS has paid to Daly computers.  
*See the response in 8b.*
  - a. Include direct costs and under any cooperative contracts  
*See the response in 8b.*
27. Links to articles that outline vendor interactions
28. The original contract was for seven years for a \$205M spending authority, but expenditures outpaced the expected annual expenditures and now a new contract is before us. The expected expenditures for the first four years of the contract were \$113M, but \$163M has been spent. Explain this. Why has it cost \$50M more than expected over four years?  
*See the response in 8b.*



29. Will the Dept of Tech be coming back to the board in four years for a new contract like it is doing now? Why was the original contract with a term of 7 years?

*Yes, a Request for Proposal (RFP) will be issued again in four years. See responses 8e and 8f.*

30. What device model has been selected? The HP model for the previous contract was under question because it failed drop tests, was extraordinarily expensive without explanation, and was the third choice of focus groups. What is the per unit cost of this device? Why and how was this model chosen? Please furnish documentation to the board regarding the device evaluation including models reviewed, tests conducted and results, focus group evaluation and rankings, model features, etc.

*A 14" HP Elitebook X360 1030 G2 is recommended for teachers and staff members, \$1,549. An 11" HP ProBook X360 11 G2 EE is recommended for students, \$906. See responses 3i and 3j for the evaluation criteria and results.*

31. Does the new contract cover device breakage and replacement?

*Yes, it covers all but intentional vandalism.*

32. Please furnish the actual contract for the board to review, rather than just the summary we always get for both the new contract and the previous device contract. Why does the board not get the actual contracts to review for approval for every contract that comes before us?

*Contract documents are not drafted until after Board approval. Final contracts are provided to the Board chair for signature.*

33. Why is the term 7 years, 3 months when the devices are in service for only four years?

*Similar to the current contract, the proposed contract will include four staggered leases, with the final lease concluding in June 2025.*

34. How is this a competitively bid contract with only one recommended bidder?

*The solicitation resulted in 4 responsive and responsible proposals. Each proposal was evaluated, and a single firm was identified as having the most favorable proposal.*

35. Is it accurate to say this contract is the second most expensive contract in BCPS history, surpassed only by its predecessor?

*Multiyear utility contracts are comparable in size.*

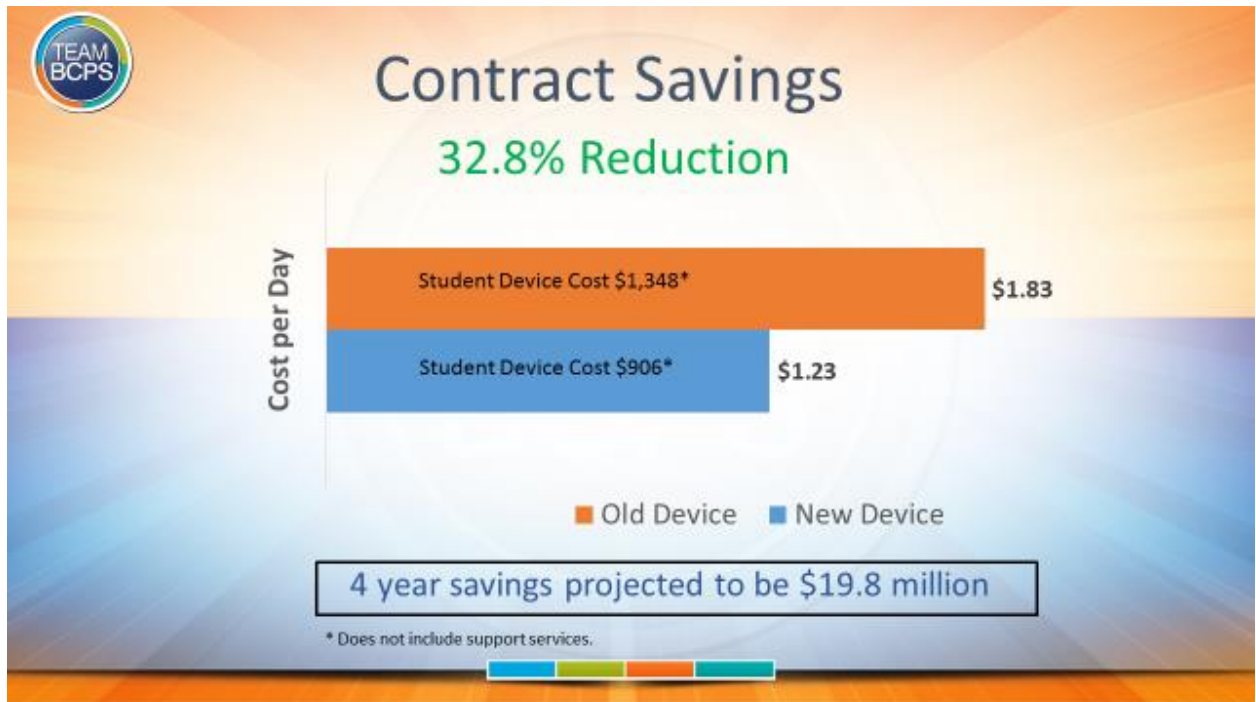
36. Why are we again using an ERDI client for this contract?

*This is an inaccurate premise. Daly Computers, Inc., is not an ERDI professional member.*

37. The previous contract costs \$205M for 150K devices, coming to \$1,367 per device. What was included in that amount?

*That amount includes all similar features: warranty, accidental damage insurance, anti-theft software, and the additional cost of technical support.*

38. The new contract costs \$140M for 133K devices, coming to \$1,053 per device. What is included in the new contract? Please explain any differences between the two contracts. *Both contracts include a 4-year warranty, 4-year accidental damage insurance, and 4 years of theft protection.*



39. What is the breakdown of the 133K devices in terms of students, teachers, other staff? *Staff devices comprise 16,200 of the total number of devices. Student devices make up the balance.*
40. How does the lease refresh program work? *Devices are leased for a four (4) year period (see the response in 41). At the end of the lease, devices are returned and new devices are provided under a new lease or contract for each respective cohort.*
41. How will the rollout of student device occur? Will MS students get the devices next after HS and ES LH? Then other ES students last, starting in grade 5 and working down? *The rollout will occur in the following order: Year 1 Lighthouse Elementary Schools and High Schools; Future years: Lighthouse Middle Schools, Elementary Schools, Middle Schools.*
42. How will the software licensing and other costs for the new devices compare to those currently in use? *Licensing costs per device will remain the same per device for operating system and productivity software.*

43. Will Instructional assistants get devices and training?  
*Instructional assistants will have access to devices and are able to receive training on the operation of the device to better support students.*
44. In addition, to internal evaluation what peer-reviewed rankings are available for the responsive bidders.  
*BCPS evaluates all solicitations based on the requirements contained in the solicitation.*
45. What is responsive bidders market share in education market?  
*This information was not part of the solicitation requirements.*
46. Does this proposal include insurance for devices? If not, what additional costs would be required by BCPS?  
*Pricing includes a four (4) year warranty for each device.*
47. Does this proposal include set up, installation and distribution of 133,000 devices?  
*Yes.*
48. Does this proposal include maintenance and service?  
*Yes, for first-year deployment.*
49. Does it include dedicated Daly personnel?  
*See the response in 23.*
50. What Model of devices are proposed for students, teachers and staff?  
*See the response in 3k.*
51. What discount from Manufacturer Retail Price does this reflect?  
*Pricing was not based on a discount to Manufacturer's Retail Price.*
52. Was a best and final offer submitted by Daly and other competitors?  
*Yes.*
53. Does this represent a decrease in technology costs and/or decrease in service provided by Daly from previous contract?  
*Yes. There is a decrease in cost per device and a decrease in the service cost per device.*
54. What amount of training is included for teachers, administrators and staff, including our Information Technology staff?  
*Various training options are included in the proposal for teachers, administrators, and other staff members, including DoIT staff. Training options are available from the vendor, as well as from partner vendors, to meet the needs of BCPS.*
55. What is the rollout schedule and related costs, fiscal year by fiscal year and grade by grade?  
*Refer to the attached exhibit, **Projected Device Savings 2019-2022.***

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56. Does this price include interest charged for the 4 year leases?

*Yes.*

57. Once BCPS takes possession of devices is it obligated to the 4 year lease?

*In the event of nonappropriation of funds, BCPS would be able to return the devices and terminate the agreement.*

58. What criteria were used to select Daly: Highest-rated proposal, lowest cost, other factors and how were they weighted?

*The solicitation was a Request for Proposal, and the firm with the most favorable proposal is recommended for award. Evaluation criteria were included in the solicitation documents. See responses to 3i, 3j, and 3k.*

59. staff needs to clarify timing of expenditures.

*Refer to the attached exhibit, **Projected Device Savings 2019-2022.***

60. I and other Board members will surely have follow up questions, once we receive any necessary information.

61. When can Board members see proposed devices?

*A student and staff device will be present at the Building and Contracts Meeting and subsequent Board Meeting on March 6, 2018.*

62. Provide updated 6-year instructional Digital conversion plan spreadsheet to include years included under this contract.

*Refer to the attached exhibit, **Projected Device Savings 2019-2022.***

63. Provide actual Proposed contract.

*See the response in 32.*

**BALTIMORE COUNTY PUBLIC SCHOOLS**  
**Projected Device Savings 2019-2022**

**Devices**

Student  
 Teacher  
 Desktop  
 Loaner

	2019 Lease 1	2020 Lease 2	2021 Lease 3	2022 Lease 4	2023	2024	2025	Total
Student	36,160	33,376	41,824	-				111,360
Teacher	12,000	1,400	1,400	1,400				16,200
Desktop	1,000	1,000	500	500				3,000
Loaner	722	522	648	70				1,962
	<b>49,882</b>	<b>36,298</b>	<b>44,372</b>	<b>1,970</b>	-	-	-	<b>132,522</b>

**Device Leases WITH Support Services**

Lease 1 LHEs K-5, 9-12 All  
 Lease 2 Grades K, 1-3 All Non-LHEs, Grade 6-8 LHMS  
 Lease 3 Grades 4,5 ES; Grades 6-8 Non-LHMS  
 Lease 4 Teachers (No Student Devices)

	Current Lease*	2019 Lease	2020 Lease	2021 Lease	2022 Lease	2023 Lease	2024 Lease	2025 Lease	Total
Lease 1	\$ 17,646,127	\$ 16,877,397	\$ 15,529,130	\$ 15,529,130	\$ 15,529,130				\$ 63,464,787
Lease 2	\$ 12,927,593	\$ 12,927,593	\$ 12,198,753	\$ 11,830,901	\$ 11,830,901	\$ 11,830,901			\$ 60,619,050
Lease 3	\$ 13,903,373	\$ 13,903,373	\$ 13,903,373	\$ 11,672,665	\$ 10,977,904	\$ 10,977,904	\$ 10,977,904		\$ 72,413,121
Lease 4	\$ 6,912,094	\$ 6,912,094	\$ 6,912,094	\$ 6,912,094	\$ 2,304,980	\$ 2,120,459	\$ 2,120,459	\$ 2,120,459	\$ 29,402,639
<b>Total Expense</b>	<b>\$ 51,389,187</b>	<b>\$ 50,620,457</b>	<b>\$ 48,543,350</b>	<b>\$ 45,944,790</b>	<b>\$ 40,642,915</b>	<b>\$ 24,929,264</b>	<b>\$ 13,098,363</b>	<b>\$ 2,120,459</b>	<b>\$ 225,899,598</b>
<b>Total Savings</b>		<b>\$ 768,730</b>	<b>\$ 2,845,837</b>	<b>\$ 5,444,397</b>	<b>\$ 10,746,272</b>				<b>\$ 19,805,236</b>

**Student Cost per Day (NO Support Services)**

	New Device	Old Device	Savings
\$	906	\$ 1,348	
\$	1.23	\$ 1.83	32.8%

	Existing Lease
	FY2019-2022 Lease
	Future lease

\* Projected FY2019 number of devices at current contract costs for lease 1.