COMMUNITY COLLEGE OF ALLEGHENY COUNTY
PURCHASING DEPARTMENT
800 ALLEGHENY AVENUE, PITTSBURGH, PA 15233

ADDENDUM 4
RFP 3169 - Procurement of Desktop Computers, Laptops and Monitors
November 13, 2026

The following additional information is hereby made a part of this RFP:
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Various questions and answers and clarifications:

1. Do you already have the education licenses? If so, we can add it in our custom image, however our quote will reflect only W11 Pro in the configuration. We will clarify this in the RFP response and what our process is for adding the education license.
   We receive Windows 11 Education entitlement (step-up) licensing as an included benefit to our Microsoft 365 A3 and A5 licensing.

2. Our second request was in regard to F.O.B. Would CCAC be open to Delivery Duty Paid ("DDP") as an alternative to F.O.B. Destination? While title would shift to CCAC at shipment with DDP, Supplier would cover all delivery costs and insurance coverage for any loss or damage at no additional cost to CCAC.
   Delivered Duty Paid (DDP) would be acceptable as an alternative to FOB destination as long as the vendor pays all fees, duties, shipping costs, etc. Furthermore, the vendor shall insure all shipments and assist in tracking to final delivery at CCAC locations and recovering any lost shipments.

3. For the 27-inch 4K monitor category under §3.1.3(b), the monitor includes three years of Basic Hardware Service with Advanced Exchange. Following remote diagnosis, the manufacturer ships a replacement directly to the customer and supplies a prepaid return label. The documented service does not identify a local authorized provider or include onsite parts and labor.
   Would CCAC accept Advanced Exchange as the replacement method if one designated local manufacturer-authorized provider serves as CCAC's sole contact and manages each claim from initial request through resolution? Or does CCAC require next-business-day onsite parts and labor for this monitor-only category under §4.0, item 14?
   Advanced replacements are OK, especially for monitors.

4. Please confirm what documentation should accompany the proposal to establish the provider's authorization and service responsibilities, including whether an authorization letter and a written claim-handling procedure would suffice or whether CCAC requires a service agreement or other evidence. Please address this through the official Q&A or addendum process.
   The manufacturer's authorization letter and a written claim-handling procedure would be sufficient.

End of Addendum 4

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Sign addendum and return to the College with your response.

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Company Name Bidder's Signature