

FAQs

Q – What computer operating systems are allowed and are supported on the network?

A – Windows XP Pro, Windows Vista Pro, Windows Vista Ultimate, Windows 7 Pro, and Windows 7 Ultimate. These have required networking and security features required to be on an Active Directive Domain as we are required to have.

Q – What type of warranty should there be on technology equipment?

A – The equipment like Document Cameras, Projectors, Monitors, and computers, that are purchased from the vendors listed on the district price list are for three years on most things and the ByteSpeed desktop computers have a five year warranty. In the past there has been a requirement that equipment purchased with Federal monies have a minimum warranty of three years.

Q – What is the TAPS Purchasing consortium?

A – It is a purchasing consortium, consisting of hundreds of vendors that have passed strict requirements to be approved to be included on the contract. Each vendor has submitted bids on their products and has to sell at those prices or lower. The TAPS purchasing consortium has been approved by the Conway School Board and The State of Arkansas Purchasing authority. Purchases made from the listed vendors do not require competitive bids.

Q – How do we purchase from the TAPS approved vendors and how can we tell who they are?

A – Purchasing is made using a standard purchase order to one of the vendors and including a statement in the comment field on the purchase order, enter “Quote for TAPS”. The district Technology price list will list products from the vendors and show information that they are approved TAPS vendors. The most common one on the price list at this time are, Florida Micro; CDW-G; Video Reality (J.L. Hein Co.); K-12 Solutions; and ByteSpeed Computers.

Q – How do we find out what purchase order number we did?

A – Go to reports, fund accounting, financial statements, and encumbrance activity report

Q – Where do we get the forms to fill out for our request?

A – Go to the district web page, employees, district forms, technology purchase request.

Q – What do we do if you bill us for an order?

A – If Technology bills you for a purchase it is because we were requested to use one of your activity accounts to purchase it. You will receive a copy of a Technology Department Invoice, a copy of the purchase order, and a copy of the invoice. You will need to write a check from the activity fund and send it to us. If you decide to pay for it from one of your other accounts you need to go to district web page, employees, district forms, technology tickets and fill out in accordance with Finance regulations.

Q - I would like to be able to know exactly what was charged to my budgets after ordering technology without having to go run a report

A – (Furnished by Finance) There are several ways to look this information up. If they go into reports, fund accounting, financial statements, encumbrance activity report they can key in the po and it will tell them the check number, purchase order number, amount paid etc.. This is not the only place that they can check this information. They can look up by budget unit that THEY put on the request and see if it has been paid. There is a world of places they can go in the system and look.