

Frequently Asked Questions & Answers

PDLP Procurement

1. If my child already has his/her own device, do I still need to purchase one from the school?

Your child will not need to purchase another device from the school, provided the current device meets the school needs. For our school, students will require an iPad, Apple Pencil (or any writing device compatible with the iPad), as well as a portable keyboard. However, your child will need to bring the device to school for us to perform a factory reset and install the Device Management App (DMA) in the device. The DMA will allow teachers to ensure teaching and learning takes place during lesson time and address and Cyber Wellness concerns.

2. Can students share one device with their siblings?

For a smooth learning experience, it is strongly encouraged that each student has his/her own device as prescribed by the school. This is because different schools may tap on specific devices for teaching and learning. In addition, the student will be required to use the devices in school daily and for their learning after school, hence it might not be practical to share the device with their siblings.

3. Can students opt not to purchase the device?

Every student is required to have a device for teaching and learning purposes. Students who already have a compatible device will not be required to purchase another device. Students who do not have a compatible device are encouraged to purchase a device.

Singaporean students can tap on their Edusave Account to reduce their out-of-pocket expenses when buying a device under the initiative. MOE has provided a one-off Edusave top-up of \$200 in

April 2020 to all eligible Singaporean students in primary and secondary schools. This is on top of the annual Edusave contribution of \$290 for secondary students and \$230 for primary students. For students from lower-income households, MOE will provide further subsidies so that they do not have to incur any out-of-pocket expenses. Students may approach the school if they require financial assistance.

Students who may already have a compatible device and who choose not to purchase the school-prescribed device must first seek approval from the school to pursue this option. In this instance, the school will assist to install a device management application in the student's existing device.

Students who do not have a compatible device are encouraged to purchase one.

4. What is the expected shelf life of the device? What happens to the device after the student graduates?

The devices have an average shelf life of 3-4 years, to cover the time a student is in secondary school. The school will uninstall the Device Management Application (DMA) (the DMA restricts the type of applications and websites accessible by students) from the devices upon students' graduation, and students will have full control over their devices afterward. If the student's device needs to be installed with DMA in JC/MI, it can be reinstated.

5. What if a student transfers school? Will the student need to get a new device that the new school is using as a cohort?

If the devices are similar, the student can continue to use his existing PLD. Otherwise, the school can provide support (e.g. loan a device to the student) on a case-by-case basis, so as not to exert unreasonable demands on students to purchase a new device when they already have a fully functional one.

6. What happens if the device is stolen/lost? Does the contract include insurance? If so, what is covered under the insurance?

The iPad bundle will come with the enhanced device bundle with 3-year insurance and 3-year warranty, which allows for two repairs or one replacement. The insurance coverage is only applicable to for situations of damages and loss where the student has taken precautions to safeguard the device. Please note that the insurance covers only the device (iPad) and not the accessories (i.e. Apple Pencil, Keypad etc)

7. If an accessory e.g. Apple pencil goes missing, how do we replace it?

Parents can buy replacement accessories from the Contractor Portal but Edusave cannot be used.

8. If the child already has an iPad but no Apple Pencil and Keyboard, will he/she be allowed to buy just the accessories with Edusave?

Edusave can only be used to purchase accessories together with the iPad, and cannot be utilised to purchase accessories alone. Students with existing compatible iPads but without Apple Pencil and/or keyboard can explore purchasing a stylus and keyboard from IT shops.

9. If my child is an IS/PR/does not have (enough) Edusave funds, are there any other subsidies that we can apply for this purchase?

We are pending MOE's advice with regards to funding matters for PDLP, and will work with parents on a case-by-case basis. If you have any queries with regards to this, please contact our admin office at 62571996 or via email at nbss@moe.edu.sg.

10. Other questions not covered above

Thank you for your question. I'll need to check back with my colleagues on this (take note of contact details for call-back). Alternatively, you can contact our admin office at 62571996 or via email at nbss@moe.edu.sg.