

*This document serves as a sample RFP (Request for Proposal) template tailored for K-12 districts seeking repair vendors. It offers a framework for outlining the Scope of Work, providing a solid foundation for districts to develop their own tailored questions and criteria. By leveraging this template, districts can ensure clarity in their requirements, streamline the vendor selection process, and ultimately secure reliable repair services for their student devices.*

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## SCOPE OF WORK

**[DISTRICT] seeks services for:**

### PURCHASE OF CHROMEBOOKS

- a. Google License should be included in the unit cost of the device
- b. Enrollment to the Google Console is required
- c. White Glove Service – including unpacking, asset tagging device and charger, file transmission by site to District Contact, inside delivery to all school sites

### ACCIDENTAL DAMAGE PROTECTION

- d. List the name of the OEM or insurance company underwriting your plan.
- e. Are all devices eligible for coverage including new, existing, and devices not in good working order?
- f. Does your ADP plan have any limits on the number of times a device may be sent in for service, either over the life of the contract, per year, or other time period?
- g. Does your ADP plan have any limits on the per incident or aggregate value of repairs for each device?
- h. Does your ADP plan cover the replacement of all missing screws and other ancillary damaged parts (such as a bezel replacement if a screen is broken)?
- i. Describe all exclusions from ADP coverage. What would cause a claim to be declined and define each term (intentional damage, damage beyond repair, etc.).
- j. What is the cancellation policy for ADP?
- k. Are explanations required for coverage? Describe in what level of detail repair must be explained, what happens if a device is submitted with no explanation of damage?

### EXPERIENCE & CAPABILITIES

- 1. A description of Proponent's level of experience and industry knowledge working in the K-12 environment**
  - 1.1. How long has your firm been performing device repair?
  - 1.2. Please provide an adequate description and summary of capabilities specific to performing work as described in the proposal.

1.3. Provide a list of all School District clients you have provided services for in the last five years.

**2. Proponent's capabilities to service warranty and repairs for DISTRICT.**

- 2.1. For which brands is your firm an Authorized Service Provider (ASP)?
- 2.2. Do you offer OEM plans and/or your own service plan?
- 2.3. Do you have a cloud-based repair management platform?
- 2.4. What API Integrations are available?
- 2.5. Describe your bulk part ordering at the start of the Contract (3-month supply required)
- 2.6. Do you repair both reported and unreported issues?
- 2.7. What is your warranty period on all repairs?

## TECHNICAL APPROACH

**3. NEW DEVICE PREPARATION**

- 3.1. A description of the methods of asset tagging equipment. Please include the type and amount of information that can be provided on the tag and how the tag can be scanned (e.g. barcode, QR code, etc.). Please provide a sample asset tag(s) for review with your proposal;
- 3.2. Unboxing, White Glove Services and Device Location Assignment

**4. CHAIN OF CUSTODY AND REPAIR TRACKING**

- 4.1. Provide a system to track chain of custody as a device moves between the school and vendor (to/from)
- 4.2. Delivery Manifest for each delivery

**5. DEVICE DE-PROVISIONING, REMOVAL, AND END-OF-LIFE**

- 5.1. Device De-provisioning and Disposal
- 5.2. Device Storage
- 5.3. Waste Removal Service

**6. REPAIR SERVICES - METHODOLOGIES**

- 6.1. Describe trouble tickets/claims process?
- 6.2. What is your standard turn time for repairs?
- 6.3. Describe parts inventory processes and methodologies for devices.
- 6.4. Do you have certified technicians and/or facility(s)? If so, please provide documentation.
- 6.5. How will you facilitate the repair of all in-warranty devices through the manufacturer?
- 6.6. How do you provide diagnostic results, ie., what was wrong/what was repaired?
- 6.7. Ability to maintain a 3-month inventory of standard parts for each model.
- 6.8. Describe how Proponent will provide warranty and non-warranty repairs for existing inventory.

- 6.9. Provide information regarding insuring devices that the Vendor has not physically inspected prior to Insurance activation. Please list any assumptions or risks.
- 6.10. Describe current ability to scale repair/service departments to meet daily and peak volumes.

**7. REPAIR SERVICES - INVOICES PROCESS FOR REPAIR**

- 7.1. Describe how service is billed? Does it include parts, service, shipping, or a deductible?

**8. REPAIR SERVICES - REPORTING**

- 8.1. Describe how our team will receive updates and reports on repairs and fleet performance.
- 8.2. Describe and list reports for daily, weekly, monthly, quarterly, yearly and cumulative annual data regarding repairs and failures including:
  - 8.2.1. Location
  - 8.2.2. Repair /Failure Date
  - 8.2.3. Repair / Failure Category
  - 8.2.4. Number of repairs
  - 8.2.5. Number of Failures
  - 8.2.6. Repair History per Device
  - 8.2.7. Parts Used
  - 8.2.8. Device Type
  - 8.2.9. Model Number
  - 8.2.10. Asset Number
  - 8.2.11. Serial Number
  - 8.2.12. Trend Analysis
- 8.3. Provide sample analytics reports.

**LOGISTICAL SERVICES**

**9. Vendor will be responsible for the warehousing, storage, and off-site preparation of all equipment prior to delivery at the District's defined sites.**

- 9.1. Maintain an offsite repair facility in which to repair devices.
- 9.2. Please describe your Atlanta-area repair facility (square footage, size, number of techs, certifications...)
- 9.3. Is shipping or local pick-up included in your service?
- 9.4. Are local milk run services with dedicated drivers provided for all school locations?
- 9.5. Update and maintain chain of custody and repair tracking.

**PROJECT APPROACH**

**10. The methodology that Proponent would use in collaborating with District personnel**

- 10.1. Identification of all key members of the organization who will be responsible for seeing to the successful provision of the requested services.
- 10.2. Describe customer service experience including if a dedicated CSM will be assigned.
- 10.3. A timeline for project scheduling.
- 10.4. Your approach for providing the necessary support to DISTRICT to insure the successful implementation of the Project.
- 10.5. A description of the training that will be provided, including both end user device training and technical support training for support staff;
- 10.6. A description of the processes for capturing and reporting customer satisfaction levels.
- 10.7. A description of the experience and applicable certifications, awards and authorizations
- 10.8. A description of any added incentives and support Proponent will provide DISTRICT.

SAMPLE