

Chronology: RFP#25-607 Computer Device Repair and Insurance Services Device Repair and Insurance- Stratix Corporation

Instructional Device Repair

Establishing a reliable computer device repair process is essential to protecting the district's investment in new instructional technology. When devices malfunction or are damaged, a timely and efficient repair system ensures minimal disruption to teaching and learning. Students depend on their devices to access assignments, research, and digital learning platforms, while staff rely on them for lesson planning, communication, and classroom instruction. Without a structured repair process in place, even minor technical issues can lead to lost instructional time and hinder student progress. Ensuring quick turnaround times and having access to replacement devices during repairs keeps the focus on learning, not logistics.

Instructional Device Insurance

Providing insurance coverage for student and staff instructional devices is a critical step in protecting the district's recent investment in new technology. As the district continues to prioritize equitable access to digital learning tools, it's essential to implement safeguards that ensure the longevity and sustainability of these resources.

In addition to protecting the instructional device investment, district-provided insurance fosters a culture of shared responsibility and accountability. When students and staff know their devices are covered in the event of loss or theft, they are more likely to report incidents promptly and continue engaging fully in digital learning without disruption. Moreover, a centralized insurance program streamlines the claims and replacement process, allowing the technology team to maintain device inventories and minimize instructional downtime. The DeKalb County Schools Board of Education made a substantial commitment to modernizing the learning environment through the recent device refresh, approving insurance coverage is a practical and fiscally responsible next step to preserve that investment and support uninterrupted teaching and learning across the district.

Scope of Work Summary - RFP#25-607

- **Device Repair & Replacement:** Full repair of internal/external components (e.g., screens, keyboards, system boards, batteries), and replacement of lost/stolen devices with pre-configured units.
- **Comprehensive Coverage:** Includes unlimited repairs for accidental damage (drops, spills, cracked screens, etc.), hardware failures, and manufacturer defects.
- **Device Insurance:** Coverage for loss or damage due to theft, fire, flood, vandalism, and other standard perils.

- **Pickup & Delivery:** Onsite pickups across district locations; packaging, transport, and storage required.
- **Inventory Management:** Real-time repair tracking, device status updates, and integration with the district’s Incident IQ system.
- **Analytics & Reporting:** Weekly reports detailing repair rates, turnaround times, SLA compliance, and integration with district dashboards.
- **Sustainability:** Responsible recycling/disposal of damaged devices.
- **SLAs:** Repairs or replacements must be completed within 7 business days.
- **Incident IQ Integration:** Automated ticketing, asset updates, and claims tracking within the district's IT system.

DeKalb County School District currently has a repair system in place for student and staff instructional devices. However, the proposed RFP focuses on improving turnaround times for repairs and achieving cost savings.

At this time, the district does not offer comprehensive insurance coverage for lost or stolen devices. While students and families have the option to purchase insurance independently, it has not been provided by the district. Offering district-wide coverage for all students would ensure consistent protection and lead to potential overall cost savings.

These proposed changes are aimed at enhancing the efficiency and effectiveness of the district’s device management program, providing improved support for students and staff while maintaining a focus on cost-efficiency.

Financial Impact:

Year	Device Repair Cost	Lost & Stolen Cost	Total
20024-25	\$2,410,669.00 (Actual)	\$2,266,875 (6.5%) (Estimate)	\$4,677,544
2025-26	\$2,599,051 (Requested)	\$635,352 (Requested)	\$3,234,403 (Requested)
District Savings			\$1,443,141