

Division of Information and Instructional Technology (DIIT)
RFP 25 - 607 Computer Device Repair and Insurance Services
<i>Executive Summary</i>

RFP 25 - 607

Computer Device Repair and Insurance Services s

Executive Summary

This document outlines the solicitation process and requirements for selecting a provider of computer device repair and insurance services in the form of a turnkey solution that provides repairs, replacement of lost or stolen computer devices, extended warranty, and accidental damage protection, which fall under the **Instructional Device Lifecycle Management Program** for over 92,000 students and 11,300 staff members. The purpose of the solicitation is to seek qualified responders with the professional qualifications, technical competence, and specialized experience necessary to provide the required services.

Purpose

DCSD solicited for responses from qualified bidders with quality device products, professional qualifications, technical competence, and specialized experience to provide the services outlined in the scope of work in Part III of the *Request for Proposal (RFP) 25-607*. The awarded respondent is expected to provide comprehensive repair and replacement, and insurance services including labor, materials, tools, specialized equipment, supplies, trained personnel, insurance, travel, per diem, direct and indirect administrative costs, overhead, tolls, parking, fuel, lodging, and all other necessary costs. There should be no add-on charges of any kind, and DCSD reserved the right to make multiple awards.

Background and Process

The evaluation team, consisting of six staff members from the Division of Information and Instructional Technology (DIIT), evaluated the responses. Representation from the departments was as follows: The Chief Information Officer (CIO), Technology Support Director, 2 Asset and End-User Services representatives, 1 Technical and Support Services representative, and 1 Project Management Office (PMO) representatives. The proposal was written between November and December 2024, published in February 2025, and evaluated from March 2025 to April 2025. The deadline for receiving responses was March 20, 2025. There were nine vendors responding, with eight deemed responsive.

The Purchasing Department posted RFP 25-607 on the district's IonWave website and the Georgia Procurement Registry on February 27, 2025, and advertised in the Champion Newspaper on February 27 and March 6, 2025. Electronic notifications were sent to 11 vendors from the district's Vendor Bid List, 1021 vendors through the State of GA Procurement Registry, and 325 vendors through IonWave.

Evaluation Results

Based on the careful evaluation of the eight choices, The Stratix Corporation appears to be the best choice for meeting all expectations in the solicitation requirements. The choices considered were:

1. The Stratix Corporation
2. CDW-G LLC
3. Virtucom, Inc.
4. Avery jones Educational Solutions
5. Converge Technology Solutions US, LLC
6. Integrated Office Solutions inc.
7. DIN Enterprises LLC
8. Dokun Technologies, LLC

The evaluation was based on the criteria below (pp. 27 – 29):

1. Firm's Overview/Company Profile (20%)
 - a. Company's name, location, and contact information
 - b. Years licensed to do business
 - c. Employee information
 - d. List certifications/partnerships with Chromebook and PC manufacturers
2. Scope of Services (35%)
 - a. Company's detailed methodology and proposed strategy for:
 - i. Device Service Requirements
 - ii. Comprehensive Coverage
 - iii. Replacement Services
 - iv. Incident IQ
 - v. Reporting and Communication
 - b. Contact for emergency and after hour services
3. Firm's relevant Experience and Expertise (20%)

Past Experience
4. Professional References (10%)

Three written recommendations letters
5. Cost (15% + add-on of 75 points for BAFO)
 - a. Cost of Services (15%)
 - i. Unlimited Service Repairs
 - ii. Comprehensive Insurance Coverage
 - b. Best and Final Offer (BAFO = +75 points)

The results of the evaluation were displayed by means of a decision table (see below), using the criteria mentioned above and a total point system of 500 points (or 100%), with the add-on of an additional 75 points (or additional 15%) for the BAFO. This is a total of 575 points.

Computer Device Repair and Insurance Services Final Evaluation Form - RFP No. 25-607										
Computer Device Repair and Insurance Services RFP 25-607		EVALUATION								
		FIRM'S OVERVIEW/ COMPANY PROFILE	SCOPE OF SERVICES	FIRM'S RELEVANT EXPERIENCE AND EXPERTISE	PROFESSIONAL REFERENCES	COST OF SERVICES	TOTAL INITIAL EVALUATION SCORE	BAFO	TOTAL EVALUATION SCORE	EVALUATION RANKING
APPLICANTS	POINTS AVAILABLE	100	175	100	50	75	500	75	575	
1. Avery Jones Educational Solutions	Score	72	140	84	46	33	375			4th
2. CDW Government LLC	Score	100	161	96	46	72	475	71	546	2nd
3. Converge Technology Solutions US, LLC	Score	84	84	52	4	22	246			5th
4. DIN Enterprises LLC	Score	56	77	24	26	7	190			7th
5. Dokun Technologies, LLC	Score	72	56	32	12	5	177			8th
6. Integrated Office Solutions Inc	Score	76	70	32	6	13	197			6th
7. The Stratix Coporation	Score	96	165	88	50	75	474	75	549	1st
8. Virtucom, Inc	Score	100	147	100	50	71	468	70	538	3rd
9. The Repair Depot LLC	Score									

Conclusion

After a careful evaluation of the services and costs for each of the proposals, The Stratix Corporation appears to be the best choice.