

Chronology- RFP 25-607 Computer Device Repair and Insurance Services

The Division of Information and Instructional Technology (DIIT) supports a districtwide one-to-one instructional technology environment that provides students and staff with reliable access to digital learning tools. As the district continues to invest in new instructional devices, a comprehensive approach to both device repair and insurance is essential to protect these assets, minimize instructional disruption, and support equitable access to technology.

The DeKalb County School District currently maintains a repair system for student and staff instructional devices; however, opportunities exist to improve turnaround times and increase operational efficiency. RFP 25-607 was developed to strengthen the district's repair framework by introducing defined service levels, streamlined workflows, and access to replacement devices when needed. A structured repair process ensures that technical issues are addressed promptly, allowing students and staff to remain focused on instruction rather than device logistics.

Key Services Provided:

Device Maintenance/Support & Repair \$2,599,051.42

Establishing a reliable and efficient instructional device repair process is critical to maintaining continuity of teaching and learning across the district. Students depend on their devices to access assignments, conduct research, and participate in digital learning platforms, while staff rely on these tools for lesson planning, communication, and classroom instruction. When devices malfunction or are damaged, delays in repair can result in lost instructional time and negatively impact student progress.

- **Pickup & Delivery Services**
Onsite pickup across district locations, including packaging, transportation, and secure storage.
- **Inventory Management**
Real-time repair tracking, device status updates, and integration with the district's Incident IQ system.
- **Analytics & Reporting**
Weekly reporting on repair volumes, turnaround times, service level compliance, and dashboard integration.
- **Service Level Agreements (SLAs)**
Repairs or replacements completed within seven business days.
- **Incident IQ Integration**
Automated ticketing, asset updates, and claims tracking within the district's IT service management platform.
- **Sustainability Practices**
Responsible recycling and disposal of damaged or end-of-life devices.

Device Insurance \$635,331.18

Providing comprehensive insurance coverage for instructional devices is a critical component in protecting the district's significant investment in technology. Districtwide insurance coverage ensures equitable protection for all students, regardless of socio-economic background. In addition to safeguarding district assets, a centralized insurance program promotes shared

responsibility and accountability. When devices are covered in the event of damage, loss, or theft, incidents are more likely to be reported promptly, allowing for timely claims processing and replacement. This approach minimizes instructional downtime, supports accurate inventory management, and preserves continuity of digital learning. As the Board of Education has made a substantial commitment to modernizing the learning environment through a recent device refresh, district-provided insurance represents a fiscally responsible strategy to preserve that investment.

- **Device Repair & Replacement**

Full repair of internal and external components, including screens, keyboards, system boards, and batteries; replacement of lost or stolen devices with pre-configured units.

- **Comprehensive Coverage**

Unlimited repairs for accidental damage such as drops, spills, and cracked screens, as well as hardware failures and manufacturer defects.

- **Device Insurance**

Coverage for loss or damage resulting from theft, fire, flood, vandalism, and other standard perils.

Procurement:

In accordance with Board of Education Purchasing Policy DJE III.C.3., Purchases or contracts with a total estimated cost of \$100,000.00 or more shall be awarded through a written competitive sealed bid process to the lowest responsible, responsive bidder, or through a competitive request for proposal process where the offer deemed to be the most advantageous to the District may be selected. The competitive solicitation for RFP 25-607 was conducted in accordance with DeKalb County School District procurement policies.

Financial Impact:

Year	Device Repair Cost	Device Insurance Cost	Total
2025-26	\$2,629,999	\$649,606	\$3,234,403
2026-27	\$2,599,051.42	\$635,331.18	\$3,234,382.60