

33500 Van Born Road Wayne, Michigan 48184-2497 [*www.RESA.net*](http://www.RESA.net/)

**June 22, 2023**

**REQUEST FOR INFORMATION**

**WRESA-02-2023-2024-06**

**Chromebook Repairs and Parts for Districts RFI**

| **RFI TIMETABLE** | **DATE** |
| --- | --- |
| RFI Issue Date | **June 22, 2023** |
| Submission of Written Questions from Supplier | **June 30, 2023** |
| Written Questions Response from WRESA | **July 5, 2023** |
| RFI Submission Due Date | **July 12, 2023 by 12:00 p.m. EST** |

WRESA reserves the right to change this schedule as needed and all information provided by WRESA in this RFI is offered in good faith. Individual items are subject to change at any time. WRESA makes no certification that any item is without error.

The Sole Point of Contact During this Solicitation Process is:

Steve Motz

[purchasing@resa.net](mailto:purchasing@resa.net)

(517) 648-0442

1. **RFI INTRODUCTION AND REQUIREMENTS**

# Introduction and Background

The Wayne County Regional Educational Service Agency (WRESA), established by the Michigan Legislature in 1960, is the largest of fifty-six (56) such agencies throughout the state. It is governed by a publicly elected Board of Education. WRESA provides a wide variety of services to thirty-three (33) public school districts and approximately ninety-nine (99) public school academies in Wayne County, Michigan; serving more than 261,000 students. WRESA, through various consortium arrangements, provides a variety of services to other educational agencies throughout the state of Michigan.

Through this RFI, WRESA is seeking information from qualified vendors who can provide repair and parts services for Chromebooks used within various school districts. We are interested in understanding the range of services and solutions offered by vendors to meet the specific needs of the districts. This Request for Information (RFI) aims to gather information on the services and capabilities your organization offers and assist us in understanding the offerings available in this market that will allow for a better RFP to follow.

Please note that this RFI is not a solicitation for bids, proposals, or pricing. Its purpose is solely to gather information to help us evaluate potential vendors and their offerings. Responding to this RFI does not guarantee participation in any future procurement processes.

We kindly request that you complete the questionnaire included in this RFI to provide us with a comprehensive overview of your services.

# General Questions

Respondents shall provide answers to the following General Questions:

* + 1. **Company Overview:**

1. Provide a brief overview of your organization, including its history and experience in providing repair and parts services for Chromebooks.
2. How many years have you been serving school districts specifically?
   * 1. **Service Offerings:**
3. Describe the range of services you offer for Chromebook repair and parts, including any warranty or service level agreements. Some districts with IT staffing will only require parts, while others will require full service.
4. Do you offer on-site repair services? If yes, please provide details on the geographic coverage and response time as well as any minimum quantities required for service.
5. If on-site repair services are not available, how do you handle device pickup and return for repair?
6. Can you accommodate bulk repairs for larger quantities of Chromebooks?
7. Are there any limitations on the age or specific generations of Chromebook models that you can support? If yes, please specify describe.
8. What is a typical timeframe from service request date to completion and receipt of the repaired Chromebook at the school?
   * 1. **Part Replacement:**
9. Do you offer genuine manufacturer parts for Chromebook repairs? If not, what types of parts do you provide?
10. Are you able to work on all OEM Chromebook manufactures?
11. How do you ensure the quality and compatibility of the parts you supply?
12. Are replacement parts covered under any warranty or guarantee?
13. What is a typical timeframe from part order date to part delivery date?
    * 1. **Technical Expertise:**
14. Describe the qualifications and certifications of your technicians who perform Chromebook repairs.
15. Are your technicians trained specifically on Chromebook repairs, and how do you ensure their skills are up to date?
    * 1. **Pricing and Billing:**

Actual cost information is optional and not required, in order to respond to this RFI. The questions that follow are asked to assist us in understanding the various pricing models offered by vendors.

1. Provide a pricing structure for your repair and parts services, including any volume-based discounts.
2. How do you handle billing for repair services and parts?
3. Are there any additional fees or charges that may apply, such as shipping or diagnostic fees?
4. How are unrepairable Chromebooks determined and priced?
   * 1. **Reporting and Tracking:**
5. Do you provide reporting and tracking tools for repair requests? If yes, please describe the features and capabilities of these tools.
6. How do you communicate repair status updates to the school district or IT staff?
   * 1. **Customer Support:**
7. Describe your customer support process and channels available to school districts.
8. What is the average response time for support inquiries or service requests?
   * 1. **OPTIONAL - Recommendations for Future RFP:**
9. Based on your experience and expertise in providing repair and parts services to school districts, we value your input in ensuring that our future RFP is comprehensive. Please provide any suggestions or recommendations for additional items that should be included in the RFP.
10. Additionally, if there are any specific questions or information that you believe should be addressed in the RFP to help vendors better understand our requirements, please share your suggestions here.
11. **RFI SUBMISSION PROCESS**
    * 1. Responses should be addressed to:

Steve Motz

Wayne RESA, Purchasing Office

* + 1. Responses must be received by **EMAIL ONLY** to [purchasing@resa.net](mailto:purchasing@resa.net) by the date and time provided on the cover page of this RFI.
    2. WRESA will not pay for any information requested nor is it liable for costs incurred by the Supplier in responding to this RFI.
    3. Regarding the Signature Page, only the form provided in this RFI packet are to be used. **Altered or substitute forms will not be accepted.**
    4. All documents submitted become the property of WRESA; they will not be returned and may be subject to disclosure under the STATE OF MICHIGAN FREEDOM OF INFORMATION ACT (“FOIA”) or other legal process. As such, responses may be released to third parties, without prior notice to Supplier, as required to comply with legal requirements

# Please provide the following information in your response to this RFI:

1. Complete the Signature Page.
2. Brief narrative highlighting your organization’s history and full service offerings (with an emphasis on the providing Chromebook repairs and parts for customers – highlighting any work that has been done for schools). The narrative should also include:
   * Company legal name and address(es)
   * Website address, email, and other contact information for questions related to your submission
   * Years of service/business
   * General description of your organization’s experience in Chromebook repair services and parts
3. Response to the **General Questions in Section IB**.
4. Optional – Any additional information relevant to your submission as Appendices.

**SIGNATURE PAGE**

Supplier Legal Name:

Authorized Agent Name:

Signature of above:

Title:

Email Address:

Mailing Address:

Telephone:

Company Website:

Date:

Are you a small business? Yes No

Are you a minority business? Yes No

If yes, please specify: