



# Downey Unified School District

Gallegos Administration Center

11627 Brookshire Avenue, P.O. Box 7017, Downey, California 90241-7017

(562) 469-6500, FAX: (562) 469-6515

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## REQUEST FOR PROPOSALS #2023/24-06

### iPad REPAIR SERVICES

**Proposal due date: August 17, 2023; 2:30 p.m.**

**Contact: Janie Rowland**

**Interim Director of Purchasing/Warehouse**

**(562) 469-6531**

## NOTICE INVITING SEALED PROPOSALS

Notice is hereby given that the Governing Board of the Downey Unified School District is requesting sealed proposals for:

### **iPad REPAIR SERVICES RFP #2023/24-06**

Proposals are available for download at <https://web.dusd.net/purchasing/#bids>.

Sealed proposals must be received prior to **2:30 p.m. on August 17, 2023**, at the District's Purchasing Department located at: 11627 Brookshire Avenue, Downey, CA 90241. Sealed proposals will be opened at, or after, the time indicated, and will publicly be read aloud. Any proposal submitted after the specified date and time shall be deemed nonresponsive and returned to the bidder unopened.

Any claim by a bidder of error in its bid must be made in compliance with Public Contract Code Section 5100 et. seq.

All proposals shall be on the form provided by the District. Each proposal must conform and be responsive to all pertinent proposal documents.

Award will be made to a firm that best meets the needs of the District. A scoring system will be used to determine award.

The Board reserves the right to reject any and all proposals and to waive any irregularity in any proposal received.

Published: August 3, 2023 and August 10, 2023

## INSTRUCTIONS TO BIDDERS

### OVERVIEW

1. Bidder shall follow the instructions in this document, and shall submit all required documents, forms and information in order for their proposal to be considered.
2. Proposals are requested for:  

**iPad REPAIR SERVICES**  
**RFP #2023-24-06**
3. **Proposals due: August 17, 2023 – 2:30 p.m.**
4. The District will receive sealed proposals as stipulated in the Notice Inviting Proposals.
  - a. All proposals must be sealed in an envelope, marked with the name and address of the bidder, RFP # and date and time of opening. No electronic submissions can be considered.
  - b. Proposals must be mailed, or hand delivered, to the District's Purchasing Department prior to the date and time of opening.
  - c. It is the bidder's responsibility to ensure that its proposal is received prior to the opening deadline. In accordance with Government Code Section 53068, any proposal received after the scheduled opening time shall be returned to the bidder unopened.
  - d. Proposals must contain all documents as required herein.
5. Bidders are advised that on the date that proposals are opened, telephones will not be available for use by bidders or their representatives.
6. Proposals will be opened at or after the time indicated for opening of proposals.
7. Bidders must submit proposals on the provided document titled Proposal Form. Proposals not submitted on the correct form may be deemed nonresponsive and may not be considered. Additional sheets required to fully respond are permissible.

### REQUESTS FOR INFORMATION/QUESTIONS

Requests for Information/Questions must be in writing, via email, to Janie Rowland, Interim Director of Purchasing/Warehouse at [janie@ehanda.com](mailto:janie@ehanda.com) no later than **12:00 noon on August 14, 2023**. No requests for information/questions will be accepted after this date and time. Requests for information/question answers will be posted on the District's website at <https://web.dusd.net/purchasing/#bids>.

## **ADMINISTRATIVE REQUIREMENTS**

1. It is the intent of the District to award a contract to an iPad repair facility that fully meets the needs of the District and its families. It is anticipated that the cost for repairs will not exceed \$180,000.00 per year (this is not a guaranteed amount and could be less or more).
2. The District shall assume no cost incurred by a bidder in developing a response to this RFP.
3. The District has the right to reject a proposal if conditional or incomplete.
4. All proposals submitted become the property of the District and are subject to the Public Records Act of the State of California. Bidder must notify the District of any specific portions of their proposal considered confidential. The District will make reasonable efforts to protect the confidentiality of such material but makes no guarantees that such material may be protected. Entire proposals designated as confidential may be rejected.
5. Bidder must propose costs in Exhibit A, including sales tax where applicable.

## **NON-COLLUSION DECLARATION**

Bidder **must** include a signed Non-Collusion Declaration with their proposal. Proposals received without a signed Non-Collusion Declaration cannot be considered.

## **REPAIR FACILITY REQUIREMENTS**

1. Continuous operation of a mobile device/iPad repair business for a minimum of three (3) years.
2. Continuous operation of a business storefront for walk in service within the city of Downey for the previous eighteen (18) months and must maintain a business storefront for walk in service within the city of Downey for the duration of the contract.
3. Must be willing and able to perform repairs on site with reasonable turnaround time (1-3 days).
4. Must be willing and able to verify students' participation in the Downey Unified Device Protection Plan, perform repairs for eligible families at no cost to the families, return the device as soon as repairs are completed and submit monthly invoices to the District for payment of said repairs, with Net 30 terms (payment within 30 days after receipt of invoice).
5. Invoices must include the following information for each repair:
  - a. Device Asset Tag or Serial Number
  - b. Student ID Number
  - c. Description of repair/service performed
  - d. Cost

6. Must be willing to communicate with District staff within 24 hours when a device is unable or uneconomical to repair, indicating the following information:
  - a. Request for replacement
  - b. Student Name
  - c. Student ID Number
  - d. Parent Name
  - e. Device Asset Tag
  
7. At minimum, the following services are to be offered for 7<sup>th</sup>-9<sup>th</sup> generation iPads:
  - a. Glass digitizer replacement
  - b. LCD replacement
  - c. Home button repair/replacement
  - d. Microphone replacement
  - e. Headphone jack repair/replacement
  - f. Battery replacement
  
8. Bidder to list any additional services offered with pricing.

**SELECTION CRITERIA**

The District reserves the right to reject any or all proposals and select the proposal that offers the best overall benefit to the District and families.

The following selection criteria will be used to evaluate proposal responses:

Price and Charges	40%
School District Experience	10%
Qualifications	15%
Customer Service, including satisfaction of previous clients	10%
Integration with District needs, goals and infrastructure	15%
Location	10%

The evaluation committee may also contact and evaluate references, contact any representative to clarify any response, contact any current or previous users of the bidders' services, solicit information from any available source concerning any aspect of a proposal, and review any information deemed pertinent to the evaluation process.

## PROPOSAL FORMAT AND REQUIRED INFORMATION

Bidders responding to this RFP must follow the format below and include responses to all questions. Proposals should be organized by section as described below. Bidder may include a link to the firm's website to reference supplemental or additional information.

Section	Notes
Cover Letter	
Relevant Qualifications and Experience	
Reference List	may include three (3) business references, preferably with at least one (1) California school district.
Service Information	No more than three (3) pages
Fees/Service Schedule	Exhibit A must be completed for services proposed

## PROPOSAL COMMENTS

1. Cover Letter: Brief statement of interest and summary of relevant qualifications to engage in a professional partnership with the District.
2. The following statement:  
"I certify that I have read the attached RFP and accompanying instructions and that I am authorized to commit the firm to the proposal submitted".
3. The following information:
  - Firm Name
  - Address
  - Contact person
  - Phone number
  - Email address
  - Year firm was established
  - Number of employees
  - Website address
  - Signature of Principal
4. Evidence of sufficient resources both fiscal and personnel to complete the required repairs.
5. **Non-Collusion Declaration must be signed and returned with proposal.**

**NON-COLLUSION DECLARATION**

**TO BE EXECUTED BY BIDDER AND SUBMITTED WITH BID**

**(Public Contract Code Section 7106)**

The undersigned declares:

I am the \_\_\_\_\_ [Title] of \_\_\_\_\_ [Name of Company], the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly, or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on \_\_\_\_\_ [date], at \_\_\_\_\_ [city], \_\_\_\_\_ [state].

Proper Name of Bidder: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

END OF DOCUMENT