

BAKERSFIELD CITY SCHOOL DISTRICT

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August 26, 2026

Dear Prospective Bidder:

The Bakersfield City School District is soliciting bids for Chromebook Assessment and Repair, Bid #26-09-01. Bids will be received until **Thursday, September 24, 2026, at 11:00 a.m., via our online bidding portal.** Vendors must register through the District's online bidding portal to review and submit bid opportunities <https://go.bcsd.com/planetbids>.

As you prepare your response, please know that it is the district's intent to award the bid in its entirety to a single, overall lowest responsive and responsible bidder. Partial bids will not be accepted. By submitting your response, you are agreeing to provide service for the line items at the prices quoted. Failure to provide any awarded items at the prices quoted will disqualify your company from participating in future bids with the Bakersfield City School District.

Pricing must be firm through September 30, 2027. This bid will be awarded for ***one (1) year and has an option for renewal for two additional one-year terms*** provided both parties agree, in accordance with Education Code Section 17596 (K-12). Price increases on renewal years may not exceed 5 percent and must be fully justified by the vendor and proved by a test of the market and/or submission of documents from the manufacturer. In the event that the market conditions change resulting in a price decrease, it is expected that the successful bidder shall pass those savings onto the District. The total potential bid life is three (3) years.

Bakersfield City School District has approximately 75,000 various HP Chromebook 14 G1-G8 devices, and approximately 14,000 units must be assessed and potentially repaired each fiscal year then redeployed to school sites. The scope of services listed in the following pages detail two different service models (District-Managed Transport and Vendor-Managed Transport) each with four different repair tiers. Bidders must have a repair facility/warehouse within 15 miles of the District Office to provide a bid. This restriction is in place to help facilitate the Model 1 service structure. If you have any questions regarding this bid package, please utilize the Q&A tab on the bidding portal on or before 10:00 a.m. September 10, 2026. An addendum will be issued, if necessary, on or before September 16, 2026.

All prospective bidders must register to participate in the bid through the District's online portal to review bid opportunities, receive changes, and addenda. We look forward to receiving your response.

Sincerely,

David West

David J. West
Director, Stores and Purchasing

BAKERSFIELD CITY SCHOOL DISTRICT

Education Center - 1300 Baker Street Bakersfield, CA 93305-4326

Department of Stores and Purchasing

GENERAL CONDITIONS AND INSTRUCTIONS FOR BIDDING EQUIPMENT AND/OR SUPPLIES

CHROMEBOOK ASSESSMENT AND REPAIR - Bid #26-09-01

1. All responses, including the attached bid forms must be submitted online, on or before Thursday, September 24, 2026, at 11:00 a.m. It is the bidder's responsibility to ensure your bid is submitted before the bid deadline. Late bids will not be accepted. The district will not accept any bids or bid modifications submitted by facsimile, via hardcopy, or electronic mail transmission.
2. All bids must be submitted by a responsible officer or employee. Obligations assumed by such submission must be fulfilled. Bid pricing is to be firm through September 30, 2027. A successful bidder shall not be relieved of the bid submitted without the District's consent or bidder's recourse to Public Contract Code Section 5100 et seq. No bidder may withdraw a bid for a period of sixty (60) days after the date set for the opening of bids.
3. All prices and notations must be submitted online. Verify all quotations before submission, as they cannot be corrected after the bids are opened. Bids not submitted on the online portal shall be disregarded. Bidders are limited to one price per line item. Multiple bids by a single vendor will not be accepted unless alternative bids are called for. The District will pay only the State sales and use taxes. Federal excise taxes are not applicable to school districts.
4. All items are to be bid, delivered, F.O.B. Bakersfield City School District warehouse or school site as designated on the purchase order. No charge for containers, packing, draying, handling, or any other purpose will be allowed over and above the prices bid. Return of products for warranty purposes shall be free of all cost to the District.
5. The successful bidder shall not be held responsible for delays in performance of the contract caused by strikes, lockouts, labor disturbances, lack of or failure by transportation, acts of the government or other causes similar to the foregoing which are beyond the control of and are not the fault of the bidder; provided however, that whenever the bidder shall claim that delays are due to any or all of the above-named causes the bidder shall within five days after the occurrence of the cause or causes of delay request extension of time from the Governing Board of the District; such request shall be in writing and shall state in detail the reason or reasons why the said cause or cause of delay will prevent timely delivery. If the Governing Board determines that an extension of time is justified by the delay resulting from such cause or causes, the Governing Board may grant an appropriate extension. The District may also, at its option, rescind the contract.
6. Bidders must bid on all lines of this bid. PARTIAL BIDS WILL NOT BE ACCEPTED.
7. Any bidder proposing a deviation from the specified service requirements must submit a Substitution/Service Exception Request to District staff no later than 10:00 a.m. on September 10, 2026. The bidder must clearly identify each proposed deviation and demonstrate that the proposed service is equal to or exceeds the District's requirements.

8. Should any bidder question or protest the award of contract to the apparent low bidder(s), such question or protest must be furnished in writing to the Director of Purchasing no later than three (3) working days following the date of bid opening. Such submittal must fully explain the basis of objection supported by all relevant information, facts, and details. The letter must be signed by an authorized representative stating specific reason(s) for the protest including all relevant facts (law, rule, regulation, and criteria). Bid protests will be reviewed by the Director of Purchasing and the Assistant Superintendent of Business Services. The affected proposer will be given an opportunity to rebut the evidence and present evidence that the proposer should be allowed to perform the work. The District will issue a written final decision within fifteen (15) days of receipt of the protest unless factors beyond the District's reasonable control prevent such resolution.
9. Per Public Contract Code Section 20117, if two or more bids are identical in all respects, the district may determine by lot which bidder will be awarded the contract, by coin flip, or to the vendor who has offered the most consistent service and reliability in the past. This requirement applies to competitive bidding for the purchase, sale or lease of real property, supplies, material, equipment service, bonds, or the awarding of any contract.
10. Each bidder must upload a fully executed Drug-Free Workplace Certification, Non-Collusion affidavit, Conflict of Interest, Iran Contracting Act, and Federal Certifications with the completed bid proposal as outlined in Attachment B. The documents are included in this bid package as individual files available through the bid portal. It is the bidder's responsibility to ensure all files are correctly uploaded in advance of the aforementioned bid deadline.
11. The Bakersfield City School District has been designated as a drug, alcohol, and tobacco-free District. Tobacco use (smoked or smokeless) is prohibited at all times in all areas of District property.
12. Bidder agrees to comply with, and be bound by, and assist the District in ensuring compliance with, 2 CFR Section 200.322, as applicable. 2 CFR Section 200.322 requires the bidder to provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products), to the greatest extent possible.
13. If an awarded bidder defaults, the District may procure the materials or services from other sources, typically the 2nd place bidder, and may recover the loss occasioned thereby from any unpaid balance due the bidder or by proceeding against a bidder's bond, if any, or by suit against the bidder. The prices paid by the District shall be considered the prevailing market prices at the time such purchase is made.
14. In the event of litigation, the bid documents, specifications, and related matter shall be governed by and construed in accordance with the laws of the State of California. Venue shall be with the appropriate state or federal court located in Kern County.
15. The vendor shall hold the DISTRICT, its officers, agents, servants, and employees harmless from liability of any nature or kind whatsoever, on account of use by the publisher or author, manufacturer, or agent, of any copyrighted composition, secret process, patented or unpatented invention, article of appliance furnished or used under this bid.
16. The successful bidder shall agree not to assign, transfer, convey, sublet, or otherwise dispose of the items appearing on this bid form, or any rights accruing thereunder, title or interest therein, funds to be received hereunder, or any power to execute the same without the consent in writing of the District Governing Board. Notice is hereby given that the District will not honor any assignment made by the successful bidder unless consent in writing, as indicated above, has been given.

17. In connection with the execution of this contract, the bidder shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin. The bidder shall take affirmative actions to ensure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment, lay-off, termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
18. All pricing quoted herein shall remain firm through September 30, 2027. Price increases on renewal years may not exceed the 5% aggregate. A price increase, if exercised, shall be fully justified by the vendor and proved by a test of the market and/or submission of documents from the manufacturer. Percentage increases will be taken into account when reviewing the renewal options. At no time shall an increase exceed five (5) percent. In the event that the market conditions change resulting in a price decrease, it is expected that the successful bidder shall pass those savings onto the District.
19. The successful bidder shall maintain during the life of this contract Public Liability and Property Damage Insurance to protect themselves and the District from all claims for personal injury, including accidental death, as well as from all claims for Property Damage arising from the operations under this contract. The minimum amounts of such insurance shall be as hereinafter set forth. Successful bidder may be required to furnish certificates of insurance, naming Bakersfield City School District as additional insured, prior to start of work.

Amounts of Insurance: Bodily Injury and Accidental Death Liability Insurance including auto (both owned and non-owned): Not Less than \$1,000,000/\$2,000,000 aggregate.

Property Damage including auto (both owned and non-owned): Not less than \$2,000,000 aggregate.

SCOPE OF SERVICES

A. District Requirements:

Chromebook Repair Services:

The District's *estimated* service quantities are set out by tier and category in the Scope of Work, Section 11, Tier Summary and Estimated Quantities. The District reserves the option to request additional repair services.

B. Ongoing Chromebook Repairs

Service Description:

Vendor provides full-service Chromebook assessment and repair services for the District. Services use two selectable transportation models — Model 1 (District-Managed Transport) and Model 2 (Vendor-Managed Transport) — and a four-tier assessment-and-repair structure: Tier 1 (Quick Service), Tier 2 (Component), Tier 3 (Major Repair), and Tier 4 (System Board). Every device is individually inspected, logged by serial number, assessed against the District's criteria, and mapped to a repair tier, to No Repair, or to Discard. While devices are in the Vendor's possession, the Vendor is responsible for updating the District's asset management system of record (Follett Destiny) at the three events defined in the Scope of Work. Repair pricing is proposed by the bidder through the online bid portal.

C. Vendor Standards of Operation:

1. Service Lead for the repair team must be CompTIA A+ Certified.
2. Members of the repair team must complete the CompTIA training course.
3. Members of the repair team managing Google Devices must be Google Workspace Certified.
4. All employees are given access to training materials from manufacturers and industry training centers.
5. All employees are required to pursue ongoing training in platforms outlined above.
6. Vendor maintains a repository of information in a company wiki with detailed guidelines and training materials.

D. Process overview:

1. The District designates the transportation model (Model 1 or Model 2). Under Model 1, District IT staff deliver devices to the Vendor facility; under Model 2, the Vendor picks up from the school site on a District work order provided by the BCSD I.T. Department.
2. The Vendor takes custody, reconciles the devices against the manifest or work order, issues a signed receipt, and updates Follett Destiny to set the home location to the Vendor warehouse (Update Event 1).
3. Each device is individually inspected, logged by serial number, and assessed against the Attachment A criteria.
4. Each device is assigned a repair severity classification and mapped to Tier 1 (Quick Service), Tier 2 (Component), Tier 3 (Major Repair), or Tier 4 (System Board), or to No Repair or Discard, per the Attachment A tier classification.
5. Touch and non-touch displays are classified separately; a device requiring repairs across multiple tiers is classified at the highest applicable tier.
6. Tier 3 and Tier 4 repairs require District authorization; if a device opens to reveal higher-tier damage, the Vendor notifies the District before proceeding and performs no unapproved work.
7. Repaired devices are re-assessed to confirm functionality, bench-tested where board-level, and cleaned; an assessed, repaired, and cleaned device is deemed refurbished.

8. Devices passing all criteria during assessment are classified "No Repair" and are cleaned and returned.
9. Devices at or past EOL, or damaged beyond repair, are classified "Discard" and are not discarded until a designated BCSD IT staff member gives final approval; upon approval the Vendor updates Follett Destiny (Update Event 3). Serviceable parts are salvaged where possible.
10. For return, the District submits a request identifying the destination SITE (a school site or non-instructional facility). Under Model 1, District IT staff retrieve devices from the Vendor facility; under Model 2, the Vendor delivers to the SITE.
11. The Vendor confirms devices are refurbished, updates Follett Destiny to reflect that they are in transit to the identified SITE (Update Event 2), and boxes and labels them for that SITE.
12. Google Admin console deprovisioning is performed by District IT staff. The Vendor provides a weekly status report and a device-level report and reconciles physical status against Follett Destiny.
13. Repair pricing is proposed by the bidder; rates are all-inclusive per repaired device.

E. Scope of Work:

This Scope of Work provides for two selectable transportation and custody models and a four-tier assessment-and-repair structure. All services apply to the District's current Chromebook inventory and to devices received on an ongoing, rolling basis.

1. Transportation and Custody Models

The District will designate the applicable transportation model at contract award or on a per-work-order basis and may use either model during the contract term. The Vendor shall be capable of performing under both models and shall price each separately in the cost proposal. Under both models, the Vendor is responsible for updating the District's asset management system of record (Follett Destiny) while devices are in its custody, as described in Section 8 of Scope of Work.

Model	Model 1 — District-Managed Transport	Model 2 — Vendor-Managed Transport
Transport to Vendor	District IT staff deliver devices to the Vendor facility.	Vendor picks up from the school site named on the work order.
Transport to District	District IT staff retrieve devices from the Vendor facility.	Vendor delivers to the District site named on the delivery request.
Trigger	District drop-off; District pickup request.	District work order (pickup); District delivery request (return).
Custody in transit	District.	Vendor, from site pickup through delivery.
System of record (Follett)	Vendor updates at the three events in Section 8.	Vendor updates at the three events in Section 8.

2. Device Retrieval

Model 1 — District Drop-Off and Vendor Intake

- 2.1 District IT staff deliver Chromebooks to the Vendor's facility with a transmittal manifest listing District asset tag, serial number, model, quantity, and reported issue. The Vendor identifies the facility address, receiving hours, receiving location, and a named receiving contact.
- 2.2 The Vendor verifies the physical count and asset tags against the manifest, issues a signed receipt, and reports any discrepancy within one (1) business day.

Model 2 — Vendor Site Pickup

- 2.3 Retrieval is initiated by a work order submitted by a designated District IT staff member identifying the school site, site contact, device quantity, and the asset tags to be collected. The Vendor acknowledges within one (1) business day and completes pickup within 3 business days.
- 2.4 At pickup, the Vendor reconciles the physical devices against the work order, provides a signed pickup receipt, and takes custody. The Vendor coordinates all pickups solely through the submitting District IT staff member and does not accept verbal requests from site staff.

Both models

- 2.5 Upon taking custody, the Vendor updates Follett Destiny per Section 8 (Event 1) and checks each device into its management system, maintaining chain of custody from intake through release.
- 2.6 All devices, chargers, and accessories remain District property at all times and are stored in a secured, access-controlled area separated from other customers.

3. Assessment and Tier Classification

- 3.1 The Vendor shall individually inspect, log by serial number, and assess every device delivered against the diagnostic criteria in Attachment A, Chromebook Assessment Criteria, recording a pass/fail result and applicable fault codes for each criterion.
- 3.2 Based on the repair(s) required, the Vendor shall assign each device a repair severity classification and map it to one of the four repair tiers defined in Section 4, or to No Repair or Discard. The mapping of assessment fault codes to tiers is set out in Attachment A, Tier Classification of Repairs.
- 3.3 Touch and non-touch displays are classified separately: a non-touch display repair is Tier 2, and a touch display (LCD assembly) repair is Tier 3.
- 3.4 A device requiring repairs that span more than one tier shall be classified at the highest applicable tier; multi-component repair combinations are classified as Tier 3 or higher as appropriate.
- 3.5 A device that passes all criteria during assessment in Attachment A is classified "No Repair"; it is cleaned and returned to the District. A device that is at or past its Auto Update Expiration (EOL) or is damaged beyond repair is classified "Discard" and handled under Section 7, which requires District final approval before disposal. A device classified Tier 3 or Tier 4 whose total estimated repair cost would equal or exceed \$500 or 85% (whichever is less) of the cost of a new Chromebook is instead auto-flagged for replacement rather than repair: the Vendor does not repair it and returns it to the District unrepaired, and no separate District approval is required to withhold the repair. The \$500 or 85% (whichever is less) threshold applies only to Tier 3 and Tier 4; it does not apply to Tier 1 or Tier 2.
- 3.6 The Vendor shall deliver a written assessment report to the District IT point of contact within 3 business days of intake, in a District-specified electronic format, sortable by asset tag and serial number, showing the criterion results and the assigned tier for each device, and the incoming tier distribution for the batch.
- 3.7 Assessment is a separately priced, per-device service performed on all units received — current inventory and devices received on a rolling basis — including devices ultimately classified "No Repair" or "Discard". The assessment fee covers the cleaning and return handling of No-Repair devices and the handling, reporting, and return or staging of Discard devices. No-Repair and Discard devices carry no repair charge.

4. Repair Tiers

Repairs are organized into four tiers. Each tier is an all-inclusive, per-device service covering parts, labor, quality check, and return handling, with no additional charge invoiced per repaired device. Per-tier pricing is to be proposed by the bidder; the District sets no rates in this Scope of Work.

Tier 1 — Quick Service

Tier 1 covers the District's lowest-severity corrections: restoring a device through cleaning, minor reseating, or replacement of small external parts, with no internal component replacement. Devices in this tier fail only cosmetic or minor functional criteria — loose or missing keycaps (KBD-02), external trim, feet, or hinge covers (CHS-04), general cosmetic wear, or enrollment device-lock conditions (ENR).

Tier 2 — Component Repair

Tier 2 covers repairs that replace a single internal component or module. Devices in this tier fail a functional criterion tied to one replaceable part — the speaker (SPK), headphone jack (AUX), webcam (CAM), microphone (MIC), wireless card (NET), USB or charge-port board (PRT, PWR), a non-touch display (DSP), the keyboard assembly (KBD-01, KBD-03, KBD-05, and full-assembly conditions), or the battery (BAT).

Tier 3 — Major Repair

Tier 3 covers higher-complexity repairs, including bonded display assemblies and any device requiring corrections that span more than one lower tier. Devices in this tier fail criteria tied to a touch-display (LCD) assembly (DSP, touch), the trackpad (TPD), or the top-cover assembly (CHS), or require a combination of repairs that individually fall in lower tiers.

Tier 4 — System Board

Tier 4 covers board-level repairs and devices with severe or liquid damage. Devices in this tier fail criteria indicating a mainboard or core-logic fault — will not power on or boot, or fail CPU, memory, storage, or thermal diagnostics (GEN-01/02/03/05/06) — or show liquid intrusion or corrosion (CHS-06, KBD-04). All Tier 4 repairs are bench-tested after completion.

No Repair and Discard

- 4.1 No Repair — a device passing all criteria is cleaned and returned at no repair charge.
- 4.2 Discard — a device at or past EOL, or damaged beyond repair, is handled under Section 7, subject to District final approval before disposal. Separately, a device classified Tier 3 or Tier 4 whose total estimated repair cost would equal or exceed \$500 or 85% (whichever is less) of the cost of a new Chromebook is auto-flagged for replacement rather than repair, and without separate approval.

Authorization, escalation, and EOL advisory

- 4.3 No repair shall commence on any device classified Tier 3 or Tier 4 until a designated District IT staff member has issued authorization, unless the District elects standing authorization for a given batch.
- 4.4 Escalation: if a device opens to reveal damage in a higher tier than assessed, the Vendor shall notify the District IT point of contact before proceeding. No unapproved work shall be performed.
- 4.5 EOL advisory: the Vendor shall flag any device approaching its Auto Update Expiration (EOL) and shall report the remaining AUE for District review. Whether to authorize Tier 3 or Tier 4 repair on a flagged device is subject to final District approval; the District's determination accounts for state testing requirements and deployment needs. The District sets no fixed EOL cutoff in this Scope of Work.

- 4.6 Following repair, the Vendor shall re-perform the Attachment A assessment to confirm functionality and confirm the device boots, retains District enterprise enrollment, and is updated to the current stable ChromeOS release.
- 4.7 Enrollment and device-lock clearing (Tier 1): for enrollment or device-lock conditions identified during assessment (ENR fault codes), the District may grant the Vendor scoped, limited access sufficient to clear those locks. Such access is provided and controlled by the District, is limited to the lock-clearing function, and does not constitute administrative access to the District's Google Workspace tenancy. Any enrollment action beyond the scope of that access — including re-enrolling a device, re-enabling a deprovisioned device, or full Google Admin console actions — remains with District IT staff.

5. Cleaning and Preparation for Return

- 5.1 A device is deemed “refurbished” when it has been assessed, repaired as needed, and cleaned. Every device to be returned shall be cleaned and disinfected (display, keyboard, trackpad, chassis, hinges, vents, ports) using methods and agents that do not damage the device. Devices classified "Discard" are not cleaned.
- 5.2 The Vendor shall verify each device bears a legible District asset tag and shall apply a replacement tag in the District-specified format where one is missing, damaged, or illegible, reporting the replacement to District IT.

6. Device Return -

Model 1 — Packaging and Release for District Pickup

- 6.1 The Vendor packages devices only upon a request from District IT staff that names the destination SITE, in labeled containers, and notifies the District when they are cleaned, packaged, and staged for pickup. District IT staff retrieve the devices from the Vendor facility and deliver them to the named SITE.

Model 2 — Vendor Delivery

- 6.2 Return is initiated by a delivery request from a designated District IT staff member identifying the destination District SITE and the devices to deliver. The Vendor packages and delivers to the named SITE within 3 business days and obtains a signed delivery receipt.

Both models

- 6.3 When preparing devices for return or delivery, the Vendor confirms each device is refurbished, updates Follett Destiny per Section 8 (Event 2), and places devices in a box or container labeled for the destination SITE with the device count or an enclosed packing list. “SITE” means any District school site or non-instructional facility.
- 6.4 A Vendor representative and a District IT staff member each sign the outgoing manifest, and the Vendor provides the final device-level report in a District-specified electronic format. Chargers and accessories are returned with the corresponding batch.

7. Discard and Salvage

- 7.1 The Vendor shall identify devices that are at or past EOL or damaged beyond repair, stage them separately, and report them to the District with the basis for the classification. Such a device shall not be discarded until a designated BCSD IT staff member has given final approval. Devices classified Tier 3 or Tier 4 whose total estimated repair cost would equal or exceed \$500 or 85% (whichever is less) of the cost of a new Chromebook are instead auto-flagged for replacement rather than repair: the Vendor does not repair or dispose of them and returns them to the District unrepaid, and no separate District approval is required to withhold the repair.
- 7.2 Upon approved discard, the Vendor updates Follett Destiny per Section 8 (Event 3). Deprovisioning in the District's Google Admin console is performed by District IT staff.

- 7.3 Where parts from a Discard device can be salvaged for reuse in another Chromebook, the preferred path is to preserve those parts for reuse. Salvaged parts remain District property and shall be inventoried and reported. Non-serviceable devices are returned to the District for its e-waste process unless the District authorizes Vendor recycling through a certified recycler.

8. Asset Management in Follett Destiny — Three Update Events (Vendor Responsibility)

- 8.1 While devices are in the Vendor’s custody, the Vendor is solely responsible for updating Follett Destiny; District IT staff do not update the system of record for those devices. The District provisions the Vendor with scoped access and an assigned Vendor location (for example, “Vendor Warehouse”).
- 8.2 The Vendor updates Follett Destiny at three events, each no later than the end of the applicable business day:

Update event	Vendor action in Follett Destiny
Event 1 — Intake	Upon taking custody of the devices, set the home location of each device to the Vendor warehouse.
Event 2 — Return	Upon a District return or delivery request, update each device to reflect that it is in transit to the SITE identified on the request.
Event 3 — Discard	Upon final approval by a designated BCSD IT staff member, update each approved device to reflect its discard and retirement status.

- 8.3 The Vendor shall not create, delete, or rename locations, alter asset tag or serial fields, or modify records for devices not in its custody. The Vendor keeps the Vendor location accurate and provides a reconciliation report at least monthly. On contract exit, the Vendor completes all updates so that no device remains recorded at a Vendor location.

9. Warranty and Quality

- 9.1 The Vendor shall provide a workmanship warranty of not less than ninety (90) days on every completed repair. A repair that fails for the same cause within the warranty period shall be re-repaired at no charge, including no additional assessment charge.
- 9.2 All Tier 4 and board-level repairs shall be bench-tested post-repair. All repaired devices shall pass a functional quality check confirming the device boots, retains enrollment, and is on the current stable ChromeOS release before being staged for return.
- 9.3 All replacement parts shall be new or manufacturer-equivalent and compatible with the device model, except parts the District authorizes to be salvaged from District-owned units. The Vendor shall identify on the repair report any part that is not new.

10. Reporting

- 10.1 The Vendor shall provide a weekly status report showing units received, assessed, in repair, and completed, and the tier distribution of incoming devices.
- 10.2 The Vendor shall maintain device-level records for every device from intake through release, keyed to District asset tag and serial number, and shall reconcile physical status against Follett Destiny, resolving any mismatch within 3 business days.

11. Tier Summary and Estimated Quantities

The table below summarizes the tiers and the categories that carry no repair charge. Unit pricing is to be proposed by the bidder in the cost proposal and is not set here. Bidders must ensure that their bid response aligns with the tier/category and scope summaries below. Enter pricing for each line item on the online bid sheet.

Tier / Category	Scope summary	Est. Total Qty
Assessment	Per-device inspection and logging on all units received (current inventory and incoming); covers cleaning and return handling for No-Repair and Discard devices.	14,000
Tier 1 — Quick Service	Cleaning, reseating, and small external parts; no internal components.	8,000
Tier 2 — Component	Single internal component or module replacement.	3,500
Tier 3 — Major Repair	Bonded assemblies and multi-tier combinations.	2,000
Tier 4 — System Board	Board-level and liquid/severe-damage repairs; bench-tested.	500
No Repair	Passes all criteria; cleaned and returned. No repair charges to be applied.	
Discard	EOL or beyond repair; District-approved; salvage where possible. No repair charges to be applied	

ATTACHMENT A
CHROMEBOOK ASSESSMENT CRITERIA
Referenced in the Scope of Work, Sections 3 and 4

1. Purpose and Scope

This Attachment establishes the diagnostic criteria the Vendor shall apply to every District Chromebook delivered for assessment, and the mapping of those criteria to the four repair tiers. It defines the test method, the pass condition, and the fault codes for each component or function. The District may revise this Attachment at any time upon written notice; revisions shall not constitute a change in scope or a basis for additional cost.

2. General Assessment Requirements

- 2.1 Assessment shall be performed on every device delivered, including devices ultimately determined to require no repair.
- 2.2 The Vendor shall record an individual pass or fail result for each criterion (A1 through A12) for each device, keyed to District asset tag and serial number. A summary result for a batch is not acceptable.
- 2.3 The Vendor shall not powerwash, factory restore, dep provision, remove from enrollment, or reimage any device during assessment. Where a criterion cannot be evaluated without such an action, the Vendor shall record the criterion as “not testable,” note the reason, and request written District authorization to proceed.
- 2.4 Any device found with a swollen, deformed, or leaking battery shall be immediately isolated and reported to the District IT point of contact the same business day; such devices shall not be shipped, charged, or returned to general storage.
- 2.5 The Vendor shall photograph any device presenting physical damage (cracked display, cracked chassis, liquid intrusion, missing components) and include the images with the assessment report.

3. Replacement Threshold

A device classified Tier 3 or Tier 4 is replaced rather than repaired when its total estimated repair cost would equal or exceed \$500 or 85% (whichever is less) of the cost of a new Chromebook of comparable specification. This threshold is the economic gate for major (Tier 3 and Tier 4) repairs only; it does not apply to Tier 1 or Tier 2. Such a device is auto-flagged for replacement and returned to the District unrepaired, without separate District approval. The District provides the new-Chromebook reference cost used to apply this threshold and may update it upon written notice.

4. Assessment Criteria

The Vendor shall perform each test on each device and record the result and any applicable fault code.

Ref. / Component	Test Method	Pass Criteria	Fail Codes
A1 Enrollment status	Boot to the login screen. Verify enterprise enrollment, OS verification state, and developer mode status. Confirm the serial number is present in the District fleet record.	Enterprise-enrolled to the District tenancy, OS verification on, developer mode off, no enrollment error.	ENR-01 not enrolled ENR-02 developer mode on / verification off ENR-03 deprovisioned or disabled ENR-04 enrollment error or loop
A2 Log-in and network	Associate with a 2.4 GHz and a 5 GHz SSID. Sign in with the District test account and confirm policy sync and profile load.	Associates on both bands, signs in and loads the profile within 90 seconds, and applies District policy.	NET-01 Wi-Fi radio not detected NET-02 will not associate or drops NET-03 weak signal vs. control LOG-01 sign-in fails LOG-02 policy or sync error
A3 Display	Display full-screen color test images at full brightness; sweep brightness; run a nine-point touch test on touch models.	No cracks; no more than 2 dead/stuck pixels and no cluster; no lines, bleed, or discoloration; backlight uniform; touch registers where applicable.	DSP-01 cracked or shattered DSP-02 pixel defects over tolerance DSP-03 lines, bleed, or discoloration DSP-04 backlight failure or flicker DSP-05 touch dead zone or unresponsive DSP-06 delaminated or lifting
A4 Keyboard	Press every key including modifiers and the top row using a test utility; inspect keycaps and deck.	Every key registers a single input; all keycaps present and seated; no sticking; backlight functions where equipped.	KBD-01 non-responsive key(s) KBD-02 missing or loose keycap(s) KBD-03 repeating or sticking key(s) KBD-04 liquid damage or corrosion KBD-05 backlight failure
A5 Trackpad	Trace the full surface; test physical click across the clickable area, tap-to-click, and two-finger scroll.	Tracks across the whole surface without dropouts; click consistent; gestures and scroll function; surface flush.	TPD-01 no tracking TPD-02 dead zone TPD-03 click fails or inconsistent TPD-04 gestures fail TPD-05 lifted, cracked, or delaminated
A6 Battery and charging	Record battery health and cycle count; charge to 100% and hold idle 4 hours; confirm charging on each port; inspect the port and battery.	Health at or above 70%; cycle count at or below 1,000; charges and holds; ports charge reliably; port firm; no swelling.	BAT-01 health below threshold BAT-02 will not charge BAT-03 will not hold charge BAT-04 swollen or deformed — report same day

Ref. / Component	Test Method	Pass Criteria	Fail Codes
			PWR-01 charge port loose or damaged PWR-02 charges intermittently
A7 Microphone	Record a 10-second sample at a fixed distance and play it back.	Audio captured and intelligible with no dropouts, excessive noise, or distortion.	MIC-01 no input captured MIC-02 distorted or very low MIC-03 intermittent
A8 Webcam	Open the camera app; capture a still and a short video; verify focus, orientation, indicator LED, and privacy shutter where equipped.	Detected; image in focus, correctly oriented, free of artifacts; LED and shutter function where equipped.	CAM-01 not detected CAM-02 black or no image CAM-03 blurred, distorted, or artifacted CAM-04 LED or shutter failure
A9 Speakers and audio	Play a stereo test tone at 75% and 100%; insert known-good headphones and repeat.	Both channels audible and balanced, no rattle or distortion; headphone jack passes audio and mutes speakers on insertion.	SPK-01 no output SPK-02 single channel only SPK-03 distortion or rattle AUX-01 jack no output AUX-02 single channel or intermittent AUX-03 does not mute speakers
A10 Chassis, hinges, and lid	Open and close through the full range; hold the lid at 45, 90, and 135 degrees; inspect seams, palmrest, bezel, base, screws, and feet; confirm sleep/wake.	Hinges hold at any angle; no cracks, separation, or missing hardware; lid closes flush; sleep and wake function.	CHS-01 cracked chassis, palmrest, or bezel CHS-02 hinge loose, broken, or will not hold CHS-03 separation at seams CHS-04 missing screws, feet, or trim CHS-05 lid sensor failure CHS-06 liquid intrusion or corrosion
A11 Ports and auxiliary	Test each USB-A and USB-C port with a known-good flash drive and display adapter; test microSD and HDMI where equipped.	Every port intact and passing data, video, and power as designed; no bent pins, debris, or recessed connectors.	PRT-01 port not recognized PRT-02 physical damage or bent pins PRT-03 intermittent connection PRT-04 video output failure
A12 General operation, storage, and AUE	Time a cold boot; run CPU, memory, and storage diagnostics; verify update to current stable ChromeOS; record the board's AUE date; monitor for throttling, freezes, or shutdowns.	Boots within 45 seconds; passes diagnostics; updates to current ChromeOS; not at or past AUE, with devices approaching AUE reported for District review; no freezes or thermal shutdowns.	GEN-01 will not power on GEN-02 will not boot or boot loop GEN-03 fails CPU, memory, or storage test GEN-04 cannot update GEN-05 thermal shutdown or abnormal fan GEN-06 random freeze or reboot AUE-01 AUE reached AUE-02 AUE approaching (for District review)

5. Cosmetic Grading

In addition to the functional criteria, the Vendor shall assign a cosmetic grade to each device. Cosmetic grade is recorded for District planning and does not by itself require repair.

Grade	Condition	Description
A	Like new	No visible wear. Suitable for new one-to-one assignment.
B	Light wear	Minor scuffs not visible at arm's length. Suitable for assignment.
C	Moderate wear	Visible scratches, scuffs, or small dings. Fully functional. Suitable for cart, loaner, or spare use.
D	Heavy wear or damage	Cracks, deep gouges, missing trim, or permanent marking. Requires District disposition decision.

6. Tier Classification of Repairs

Assessment fault codes map to the four repair tiers as shown below. A device requiring repairs in more than one tier is classified at the highest applicable tier. Touch and non-touch displays are classified separately. A device graded cosmetic D (Section 5) is not assigned a repair tier on cosmetic grounds alone; the District decides its disposition (repair, reassign, or discard).

Tier	Repairs included (representative)	Related assessment criteria / fault codes
Tier 1 — Quick Service	Debris removal; loose or missing keycaps; bezels and hinge covers; device lock removal.	KBD-02; CHS-04; cosmetic (Grade C trim); ENR device-lock conditions.
Tier 2 — Component	Speakers; audio port; camera and microphone; cables and Wi-Fi card; USB board and charge port; non-touch display; keyboard and battery.	SPK-01/02/03; AUX-01/02/03; CAM-01-04; MIC-01/02/03; NET-01/02/03; PRT-01-04; PWR-01/02; DSP (non-touch); KBD-01/03/05 and keyboard assembly; BAT-01/03.
Tier 3 — Major Repair	Touch display (LCD assembly); touchpad replacement; top cover assembly; multi-component combinations.	DSP (touch display); TPD-01-05; CHS top-cover conditions; any multi-tier combination.
Tier 4 — System Board	Full board swap; liquid damage assessment; core component replacement; bench-tested post-repair.	GEN-01/02/03/05/06; CHS-06 and KBD-04 (liquid intrusion or corrosion).
No Repair	Device passes all criteria; cleaned and returned at no repair charge.	A1-A12 all pass.
Discard	EOL or beyond repair (District approval before disposal); or repair cost $\geq$ \$500 or 85% (whichever is less) of new (auto-flagged, returned unrepai red). Salvage where possible; no repair charge.	AUE-01/02; damage beyond repair; or a Tier 3/4 repair cost $\geq$ \$500 or 85% (whichever is less) of a new Chromebook.

7. Fault Code Prefixes

Prefix	Component	Prefix	Component
ENR	Enrollment	MIC	Microphone
LOG	Sign-in and policy	CAM	Webcam
NET	Wireless network	SPK	Speakers
DSP	Display	AUX	Headphone jack
KBD	Keyboard	CHS	Chassis, hinge, lid
TPD	Trackpad	PRT	Ports
BAT	Battery	GEN	General operation
PWR	Charging and power	AUE	Auto Update Expiration

8. Required Reporting Fields

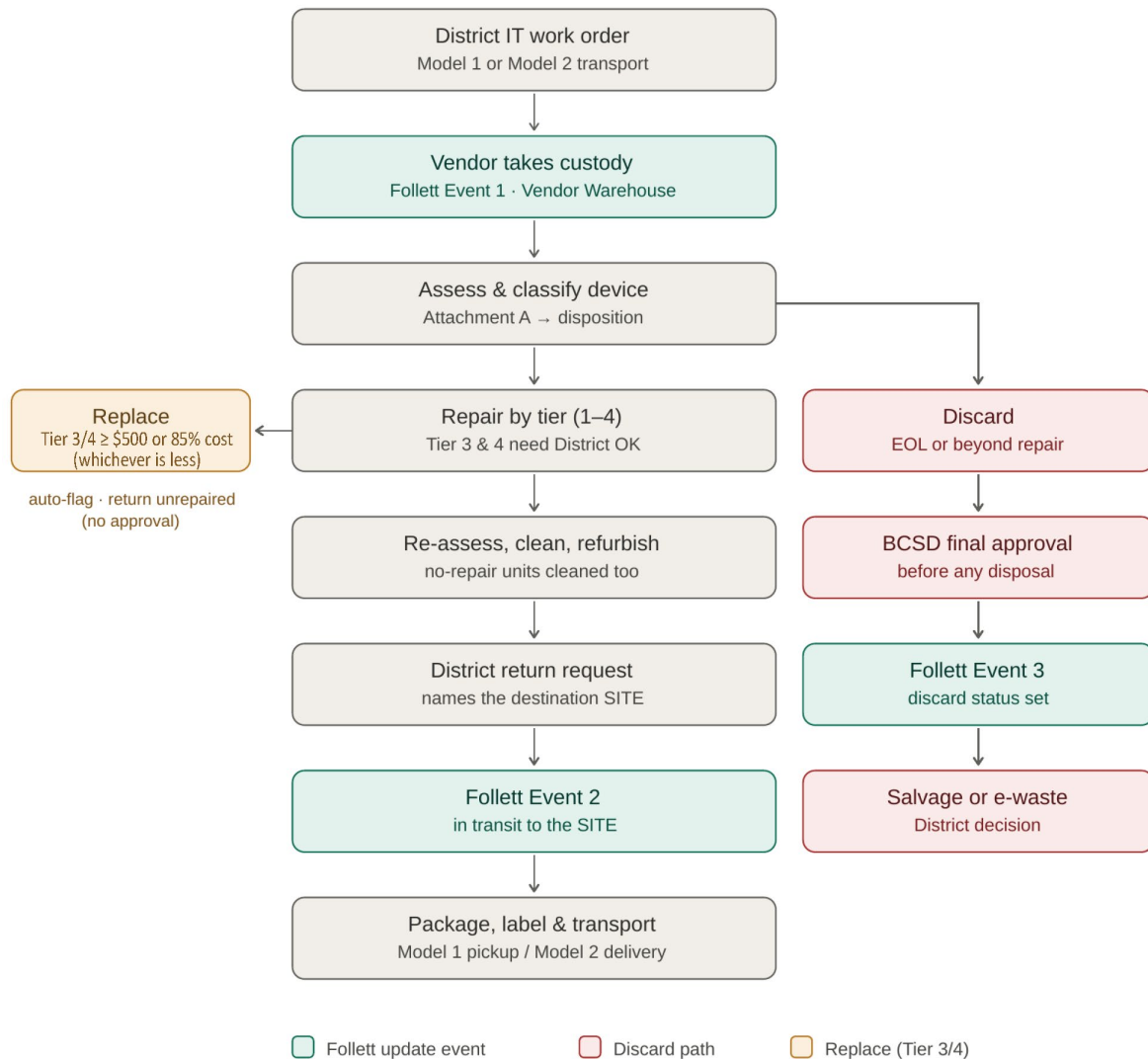
The assessment report shall be delivered in CSV or XLSX format, one row per device, containing at minimum: District asset tag; serial number; model and board; manifest or batch ID; date received; date assessed; technician; A1–A12 results (Pass, Fail, or Not Testable); applicable fault codes; assigned repair tier; battery health; battery cycle count; ChromeOS version; AUE date; cosmetic grade; disposition (repair tier, No Repair, or Discard); and photograph references for any device with physical damage.

9. Vendor Prohibitions During Assessment

- 9.1 The Vendor shall not powerwash, deprovision, remove from enrollment, or reimage any device absent written District authorization.
- 9.2 The Vendor shall not access, copy, retain, or transmit any District or student data present on a device; any incidental access shall be reported the same business day.
- 9.3 The Vendor shall not request or accept administrative (super-admin) credentials to the District Google Workspace tenancy, except that the District may provide scoped, limited access sufficient to clear the enrollment or device locks identified during assessment (Scope of Work, Section 3). Full Google Admin console actions otherwise remain with District IT staff.
- 9.4 The Vendor shall not harvest parts from, dispose of, resell, or donate any device or component absent written District authorization.

Chromebook Repair — Process Flow

End-to-end service flow under either transportation model (Model 1 — District-managed, or Model 2 — Vendor-managed). Teal steps mark the three Follett Destiny update events; the red branch is the discard/disposal path; the amber box is the Tier 3/4 replace path.



Notes

- The vendor updates Follett Destiny at three points only: on taking custody (home location → Vendor Warehouse), on a return request (in transit to the named SITE), and on approved discard.
- Every device is assessed against the Attachment A criteria and classified into a repair tier, No Repair, or Discard.
- Discard covers devices at or past EOL or damaged beyond repair, and requires BCSD final approval before disposal; the vendor then updates Follett (Event 3) and salvages parts or routes to e-waste per District decision.
- The \$500 or 85% (whichever is less) rule is separate and applies only to Tier 3/4: if a major repair would reach \$500 or 85% (whichever is less) of a new Chromebook, the device is auto-flagged for replacement and returned to the District unrepaid — no approval, no disposal by the vendor.
- District IT staff transport devices under Model 1; the vendor transports under Model 2. “SITE” means any District school site or non-instructional facility.

Attachment B

Required Documents

ATTENTION: The online bid portal will **not** allow a bidder to click the "Submit" button if any of the mandatory documents listed below are missing. It is the bidder's responsibility to ensure all files are correctly uploaded in advance of the aforementioned bid deadline. All bids must be submitted by a responsible officer or employee.

1. Non-Collusion Declaration
2. Conflict of Interest Disclosure Statement
3. Drug-Free Workplace Certification
4. Federal Certifications
5. Iran Contracting Act



SUBSTITUTION REQUEST FORM

Chromebook Assessment and Repair

Bid No. 26-09-01

Vendor Name: _____

Address: _____

Phone/Fax: _____

Line item on Bid: _____

Proposed Service: _____

Provide a point-by-point comparative information describing the proposed service change before 10:00 *a.m.*, *Thursday, September 10, 2026*. Be sure to include product description, performance, and test data adequate for the evaluation of the request. Notification of acceptability of the proposed substitution will be made on or before *September 16, 2026*.

The undersigned certifies:

- Proposed substitution has been fully investigated and determined to be equal or superior in all respects to the specified product's performance.
- Same warranty (if applicable) will be furnished for the proposed substitution as for the specified product.
- Proposed substitution does not affect Functional Performance Values.

Submitted by: _____

Signed by: _____

REVIEW AND ACTION (*Office Use Only*):

- ☐ Substitution approved - Substitution approved as noted
- ☐ Substitution rejected - Use specified service/materials.
- ☐ Substitution Request received too late - Use specified service/materials.

Signed by: _____

Date: _____