

Request for Proposals

Information Technology Consulting and Support RFP

Issue Date: August 4, 2020

Closing Date and Time: August 12, 2020
2:00 pm

This communication serves to apprise you and your firm of the above mentioned Request for Proposal (RFP) for Information Technology Consulting and Support. We invite you and your firm to respond to this RFP. Please review carefully all sections of this RFP, paying particular attention to the closing date and time listed above and within the body of the RFP.

All proposals must be clearly marked: "Information Technology Consulting and Support RFP"

All Inquiries For Information
should be directed to:

Christianna Herrera, Chief Operations Officer (COO)
719-481-1950, ext. 1702
cherrera@monumentacademy.net

Issuing Agency:

Monument Academy (MA)
1150 Village Ridge Pt., Monument, CO 80132

Period of Contract:

Date of Award through June 30, 2021 with the
possibility of three (3) one year renewal options, to be
exercised at the sole discretion of MA

Sealed proposals shall be delivered to:

Christianna Herrera
Chief Operations Officer
Monument Academy
1150 Village Ridge Pt.
Monument, CO 80932

I. PURPOSE:

The intent and purpose of this Request for Proposal (RFP) is to solicit sealed proposals to establish a term contract with qualified persons, consulting agency or company as it relates to consulting, implementation and support for Systems/Data Administration and Network/Operations and Information Technology (IT) functions performed by Monument Academy (MA) at its campuses with the expansion to a new secondary middle and high school to be opened at the end of August.

II. BACKGROUND:

Information Technology Overview:

The IT department of Monument Academy is managed by the Director of Technology who reports to the principals and COO who then reports to the Board of Directors. MA's IT is currently serviced by SimpleWorks. MA is currently building a new middle/high school campus that will be open August 2020. The service contract will now include service to the new campus.

Infrastructure Overview:

Installed technologies deliver mail, file, print and application services to approximately *800-1,000+ students and *90-100+ staff members over both wired and wireless networks. (This includes 425 students that will be starting at the new middle/high school (east) campus located approximately 5 miles from MA's main (west) campus. Currently there are two servers networked between two locations over third party provider connections. **A server for the new high school campus must be procured.** This RFP should include information for assisting the school to procure the server with recommendations, as well as set up.

RMCA will now have two locations:

- Monument Academy Elementary School West Campus
- Monument Academy Middle/High School East Campus

III. STATEMENT OF NEEDS:

MA has identified the following **Essential Technology Functions**:

- Instructional Technology Support
- Systems/Data Administration
- Network/Operations Support
- Technology Capital Project Management
- Federal/State Technology Grants (E-Rate, Wireless Classroom, etc.)
- Advocacy for Innovation with Technology
- Professional Development

- Computer Labs Management and State Assessment Computer Labs Management

- VOIP Administration/Management
- Basic Technology Support, desktops, laptops, software, peripherals, copiers, phones, etc.

The overall scope of services requested under this RFP includes all aspects of the Essential Technology Functions, including assessment, analysis, recommendations, and technical support tasks. The overall objectives are to assist MA with maintaining its current technology infrastructure and information systems, the update and implementation of the school-wide technology plan, as well as the management of all IT projects. This includes the need to provide technical advice, support, and consulting services as needed.

MA has identified a number of tasks for which it anticipates the possible need for professional services. These include but are not limited to the following:

- Technology strategic planning and implementation
- Long term updated planning document (5 years) within six months of contract award and updated annually. The document would include such things as:
 - Suggested technology upgrades/improvements based on direction of IT industry as well as state and district requirements.
 - Project cost estimates (budget planning)
- Project design expansion and management
- Assist with third-party software installation and setup.
- Install, configure and troubleshoot computer equipment and peripheral hardware.
- Install, configure and troubleshoot enterprise-class network equipment and peripheral hardware.
- Troubleshooting and configuring educational software.
- Vendor must install applications, patches, changes, etc after-hours as required.
- Vendor must create a Change Control Group and written Change Control process for any changes.
- Emergency Change Control procedures must be developed, documented and communicated.
- Assist with development and communication of workflows for IT and all Departments
- Furnish technical support services after business hours to resolve emergency system issues. Support must be available 24x7 with a single point of contact for MA.
- Coordinate with software and hardware vendors to resolve system issues.
- Manage other IT vendors.
- Prepare baseline assessment of system deficiencies and recommendations for improvement.
- Assist in evaluation of specific software and hardware products (e.q. Cloud Based Backup solution)
- Provide and present monthly status reports to the Technology Director and the Chief Operations Officer at their monthly meetings for the purpose of reporting this information to the board of director's. Items would include, but would not be limited to, the following:
 - Status of ongoing and upcoming projects.
 - Technology improvement recommendations for budgeting purposes and planning.
 - Noteworthy network device downtime.
 - Server issues – limited disk space, downtime, etc..
 - Reports must be available online and on paper as required.

- WAN management.
- Assist with e-rate filing.

Help Desk Services

The selected contractor shall provide a centralized help desk system with end-to-end services to answer calls, record service requests, track and monitor requests for information technology services, and provide the resolution of help desk issues. Any dispatches of the bidder's employees to MA facilities will require clearance of the employee by fingerprinting and background checks. The bidder's Help Desk must be able to dispatch personnel to MA within two hours of the identification of a need for a site dispatch during business hours. MA will provide a list of authorized Administrators to the selected bidder.

During business hours, all technical support calls into the help desk should be answered by a live support analyst or responded to with one hour. Help Desk tickets are then created and tracked. Support requests will be logged into the provider's Help Desk tracking software. The Help Desk must provide an on-call number that is available 24x7. On call personnel must respond to the call within two hours.

Additionally, the selected bidder will agree to evaluate alternate options for some of the services needed as part of the Essential Technology Functions. This includes, but is not limited to the assessment of other companies or individuals for the purposes of providing Professional Development and or desktop/peripheral support.

This RFP is not exhaustive in describing the functions, activities, responsibilities and services for which vendor will be responsible. Vendor must confirm that if any functions, activities, responsibilities or services not specifically described in this RFP are necessary or appropriate for the proper performance and provisioning of the IT environment, they will be deemed to be implied by and included within the scope of services under this RFP and vendor's response to the same extent and in the same manner as if specifically described in this RFP and vendor's response.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

A. RFP RESPONSE

In order to be considered for selection, bidders must submit a complete response to this RFP. One (1) original and (4) copies of each proposal must be submitted to the issuing agency on or before the closing date and time. Bidders must also include an electronic copy with the response to the RFP. The electronic copy can be on any chosen removable media. Facsimile or electronically transmitted proposals will not be accepted. Bidders assume sole and full responsibility for the timely delivery of the proposals. Late proposals will not be considered. All proposals will become a part of MA's official files and will not be returned to the bidder.

B. PROPOSAL PREPARATION

1. The proposals shall be in a sealed envelope or sealed package and addressed as directed on page 1 of the solicitation. The sealed envelope or sealed package should be clearly marked and identified.
2. Proposals shall be signed by an authorized representative of the bidder. All information requested should be submitted. Failure to submit all information requested may result in MA requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals that are substantially incomplete or lack key information may be rejected by MA. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

V. EVALUATION AND AWARD CRITERIA

A. EVALUATION

Proposals will be evaluated based on the following criteria:

- **Technical Expertise (30%):** The bidder's capacity and resources to perform and provide the services described in the RFP.
 - Due to the characteristics of the existing IT infrastructure, as well as expected upgrades, vendors should provide documentation that they are a:
 - Microsoft Certified Partner
 - Provide three references for which your company has provided IT services during the past two years.
- **Plan, Methodology, Approach and Strategy (20%):** The bidder's approach for the implementation and operation of the services outlined in the RFP and the portfolio of services offered.
- **Experience and qualifications of specific personnel to be assigned to perform the services (20%):**
 - Please provide technical biographies, including lists of certifications for team members that will be involved with MA.
- **Proposed Pricing, Rates, Fees and Expenses (20%):** Provide cost proposal by filling out RATE TABLE in Section VI.
- **Response Time (10%):** Describe specific time frames for providing services to MA.

B. AWARD OF THE CONTRACT

Selection shall be made of a bidder deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the bidders so selected. However, MA reserves the right to award a contract without negotiations. Price shall be considered, but will not be the sole determining factor. After any negotiations have been conducted with the selected bidder, MA shall select the bidder which, in its opinion, has made the best proposal, that which is determined to be the most advantageous to MA and shall award the contract to that bidder.

The following factors shall be used to evaluate offers:

- Technical capability of the item offered to meet MA's needs (see Sect. III)
- Price
- Past performance
- Technical capability and past performance, when combined, are [choose one]:
 - significantly more important than price;
 - approximately equal to price;
 - significantly less important than price.

MA may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should MA determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that bidder. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. As this is a public school, final award of any contract will be contingent upon successful background checks on all personnel working the contract, both those with on-site access and those with remote access.

VI. SCENARIOS /RATE TABLES

Scenario ONE

Monthly Cost for All Inclusive Service: This includes servicing for all of MA’s technology needs to include one on site full time employee.

AND/OR

Pricing for Scenario TWO outlined in the Options represented in the tables below

Senior Level Consultant Services (all options to include network monitoring as described in Section 3)

Description	Details	Monthly Price
Option 1*	One day of scheduled on-site consulting and support every other week	\$
Option 2*	One day of scheduled on-site consulting and support per week	\$
Option 3*	Two days of scheduled on-site support per week	\$
<i>Additional 1</i>	Additional rate per day of scheduled on-site consulting and support in excess of Option 3	\$
<i>Additional 2</i>	Additional rate per half day of scheduled on-site consulting and support in excess of Option 3	\$

**MA reserves the right to switch monthly between Options 1, 2 & 3 with notice of no less than one full week.*

Additional On-Site Support Services – List Hourly Rates

Category	Next Day Response	Same Day Response	Emergency After Hours
Network	\$	\$	\$
Server	\$	\$	\$
Desktop	\$	\$	\$

Remote Support Services (during business hours)

Hourly Rate	\$
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