

Request for Proposal

Poland Local Schools

PROVIDED

**IT Managed Services
Managed Cybersecurity
Instructional Design Coach
Technology Coordinator
IT Technician**

BY PROPOSAL DUE DATE:

January 20, 2023, by 12:00 PM

1.0 Request for Proposal Overview

This Request for Proposal (RFP) documents the requirements for the proposed services or solutions requested by the customer: Poland Local Schools (PLS).

This RFP is intended to allow the customer a basis for evaluating and selecting the proposal best suited to their needs. Accepting a proposal does not obligate the customer to purchase proposed services or solutions from any vendor. The customer reserves the right to reject any or all proposals and not make a decision. All costs for proposal preparation are the responsibility of the vendor. After receipt of the proposal and before signing the contract, the customer reserves the right to modify the services or solutions to be received through additions and/or deletions.

The Customer requests the following services or solutions to meet future Education Technology project goals and the vision of their organization. Any Vendor's services or solutions to this RFP must meet or exceed the customer's projected requirements:

<i>IT Managed Services</i>	<i>Network & Infrastructure Management, Video Surveillance, Access Control, Wireless Management, Server Management</i>
<i>Managed Cybersecurity</i>	<i>EDR, Monitoring & Reporting, User Education, Vulnerability Scanning, Policies & Procedures, Risk Assessment, SIEM</i>
<i>Instructional Design Coach</i>	<i>Professional Development, Implement Strategy, Technology Integration, Educational Technology, Teacher Support</i>
<i>Technology Coordinator</i>	<i>Technology Strategy & Liaison, Technology Operations, Technology Management, Help Desk Management, Project Management</i>
<i>IT Technician</i>	<i>Technology Support Services, Day-to-Day Operation Support, Help Desk Services</i>

1.1 Customer Contact and Contract Requirements

All questions about the RFP or the customer's current status or RFP requirements must be submitted in writing (via email) to the following designated contact:

<i>Contact Name:</i>	<i>Dr. Maria Hoffmaster, Assistant Superintendent</i>
<i>Email Address:</i>	<i>mahoffmaster@polandschools.org</i>
<i>Address:</i>	<i>3030 Dobbins Road, Poland, OH, 44514</i>

The customer and designated staff members will meet with vendors, provide a tour of their building(s), and respond to questions at the coordinated time and location below:

<i>Designated Time:</i>	<i>December 19th, 2022, at 9:00 AM</i>
<i>Designated Address:</i>	<i>3030 Dobbins Road, Poland, OH, 44514</i>

1.2 Proposal Filing Date

All proposals must be received on the designated date below. Proposals received after this time will not be accepted. Final proposals must be submitted to the following designated contact:

<i>Contact Name:</i>	<i>C / O Dr. Maria Hoffmaster</i>
<i>Email Address:</i>	<i>mahoffmaster@polandschools.org</i>
<i>Address:</i>	<i>3030 Dobbins Road, Poland, OH,</i>
<i>Final Date:</i>	<i>44514 January 20th, 2023</i>

1.3 Selection Criteria

The customer will evaluate the responses to the RFP to select the most responsible proposal, based on the customer's assessment of their needs. While price will be one of the criteria, the following list, as well as other factors, will also be considered:

- A. Experience in the K-12 Education Technology Industry;
- B. Availability and proximate resources and support;
- C. Qualifications and quality of support resources;
- D. In-House service resources or Subcontracted service resources;
- E. References of similar-sized customers in the home state;
- F. Interview process, conducted by PLS;
- G. Willingness to be flexible and innovative with service proposals;
- H. Previous history and projects with the customer;
- I. Scope of service offerings and potential future scopes of work;
- J. Project approach and estimated timelines;

1.4 Building(s) and Population Overview

Customer is located in Youngstown, Ohio with a student population of 1,800 ranging from Pre-K to 12th grade, including approximately 300 teachers and employees. Customer building(s) are detailed below:

<i>Building #1</i>	<i>Dobbins Early Learning Center/ Administrative Offices</i>
<i>Address:</i>	<i>3030 Dobbins Road Poland, Ohio 44514</i>
<i>Building #2</i>	<i>Poland Seminary High School</i>
<i>Address:</i>	<i>3199 Dobbins Road Poland, Ohio 44514</i>
<i>Building #3</i>	<i>Poland Middle School</i>
<i>Address:</i>	<i>47 College Street Poland, Ohio 44514</i>
<i>Building #4</i>	<i>McKinley Elementary</i>
<i>Address:</i>	<i>7 Elm Street Poland, Ohio 44514</i>

1.5 Network Infrastructure Overview

Customer currently utilizes the following for network solutions:

<i>Wired Network Infrastructure:</i>	<i>Ruckus/Brocade Networking</i>
<i>Wireless Network Infrastructure:</i>	<i>Ruckus Wireless Networking</i>

Customer Building(s) currently utilizes the following infrastructure for interconnectivity between each building(s):

<i>Interbuilding Connectivity:</i>	<i>Dark Fiber between 6 Buildings</i>
<i>Internet Service Provider:</i>	<i>ITC/ISP is ACCESS</i>
<i>Primary Connection Location:</i>	<i>Poland Seminary High School</i>

Customer currently utilizes the following Server Infrastructure:

<i>Number of Virtual Servers:</i>	<i>20 VM Servers</i>
<i>Number of Physical Servers:</i>	<i>2 Physical Servers</i>
<i>Primary Operating Systems:</i>	<i>ESXi 8 Server for VM, Windows Servers, IS Linux 5</i>

1.6 End User Overview

Customer's staff and students most commonly use the following devices to meet day-to-day resources and classroom necessities:

<i>Staff Devices:</i>	<i>Estimated 2100 Windows/Chrome devices between end-users</i>
<i>Student Devices:</i>	<i>Estimated 2100 Windows/Chrome devices between end-users</i>
<i>Print Devices:</i>	<i>Papercut 22 for Print Management</i>
<i>AV Devices:</i>	<i>AV Systems are used for Classroom Instructional Technology</i>
<i>Phone Systems:</i>	<i>3CX Phone Systems</i>

1.7 Administration and Curriculum Status

Customer currently utilizes the following platforms and services to enhance their classroom experience and management student and staff information:

<i>Learning Management:</i>	<i>Google Classroom & Tableau for Data Analytics</i>
<i>Student Management:</i>	<i>ACCESS ProgressBook Suite for SIS</i>
<i>Financial Management:</i>	<i>Redesign State Software for FIS</i>

**Add additional rows for additional entries*

1.8 Service(s) Request Overview

Customer is seeking a Technology Management Solution to provide students and staff with stable and reliable services and solutions to meet the demands of classroom curriculum and the delivery of a sustainable school environment. The vendor must address the following subjects and topics in their proposal:

1.8.1 Experience in School Technology Management:

- Monitoring and management of the school's 1:1 program;
- IT Leadership experience that will provide strategic visioning and planning, including experience in K-12 educational technology organizations;
- Experience in the development of a three-year strategic plan that will allow the district to effectively budget IT expenses, implement projects, and effectively deliver technology solutions;
- Account and project management experience necessary to ensure a high-quality IT environment for student development and learning is in place;
- Monthly performance reports and management meetings;
- Monthly reports of server back-ups and experience in development and maintenance of Disaster Recovery and Backup plans;
- Ticket management and oversight of response and resolution of technology support;
- Informative, relevant, and timely communication of technology initiatives and projects;
- Maintain quality resources to advise, manage, and support all aspects of education technology the school utilizes, including the potential examples of the following topics:

Classroom AV	Office 365/Google Apps	Access Control
Instructional Technology	E-Rate and Funding	Security Posture
Structured Cabling	Video Surveillance	PA Systems
Student Information	Data Analysis	Assessment and Intervention

For example, in the event of an incident how does the vendor's support resource(s) help the customer resolve the incident? In the event an incident proves more difficult to resolve, how do those resources continue the process toward resolution? If an older solution requires replacement, how do the vendor's resources handle the process or project?

1.8.2 Availability of Resources, Quality of Support, and Service Offering

- Does the vendor provide services to industries other than K-12 education? If so, what percentage of the vendor's annual sales portfolio is dedicated to K-12 education solutions?
- How many proximate resources does the vendor have on staff? Do you anticipate using external or subcontracted resources? What is the anticipated number of staff necessary to support the provided services? Are the individuals that will support the customer already available?
- If the customer experiences a major technological interruption or needs additional resources short-term, how will the vendor handle work that needs to be done outside regular business hours? Is the contract inclusive, or will there be additional costs?
- What is the financial penalty for discontinuation of services? How much notice would be needed?
- If the vendor is offering a solution based on a partnership of organizations, what other proximate customers are being serviced with the vendor's proposed model?
- How is the quality of staff evaluated and deemed fit for a school? Are your staff cross-trained to better prepare for inevitable sick time and vacation coverage?
- Do vendor resources have a process for staying current on the technology issues impacting K-12 districts?
- How does the support team work in conjunction with school staff, students, or outside

technology staff?

- Can the vendor provide an example of a technology budget created for other schools?
- Can the vendor provide references of similarly-sized customers within the proximate area and state?
- Can the vendor coordinate with the customer to schedule an interview in order to engage on any potential questions or concerns related to the preceding topics and potential proposal?
- What service does the vendor offer in regards to the current proposal and can the vendor provide insight for potential future services not currently proposed?
- How will the RFP project be approached overall and can the vendor provide a general overview of their anticipated approach? Can an estimated timeline overview also be provided?

As an example, the vendor is responsible for providing the staff necessary to deliver high-quality services in a timely manner. The vendor will be responsible for any qualifications of the staff they may assign to the customer organization. Can the vendor describe the strategy or process in determining those areas of concern and the management therein?

1.8.3 Networking and Infrastructure Management

- Understanding vendor responsibility involved for all software, tools, and costs associated with monitoring all server and network infrastructure.
- Experienced and competent (upon request and approval) to implement a network server refresh plan that includes all acquisition costs, shipment, tracking, and implementation of Enterprise-level servers. The plan must be written annually and in a manner that satisfies guaranteed server uptime.
- Understanding of network-related application software and licensing processes as needed.
- Able to provide and assist in engineering services as needed.
- Able to maintain and monitor Uninterruptible Power Supply Units.
- Experience and ability to provide a backup process that meets industry standards.
- Familiarity with the administration and management of a complete cybersecurity program with reference to nationally recognized cybersecurity frameworks and controls (eg. NIST, CIS).
- Provide and maintain account processing and synchronization of multiple systems or platforms.
- Maintenance and configuration of wireless network systems.
- Provide and maintain written documentation of network infrastructure in a secure manner, including a written day-to-day procedure manual.
- Provide remote server administration and management.
- Maintain and update the wired or wireless network infrastructure to provide maximum uptime.

As an example, the vendor needs to have the technical expertise to use and maintain the preceding and following equipment and solutions. Can the vendor provide quality resources necessary to maintain and manage the customer's environment from basic hardware and software to the more advanced Network and Infrastructure areas?

1.8.4 Software and Hardware Management

- Vendor responsibilities must include all associated labor resources and tools to deploy and maintain district software applications across multiple platforms, including but not limited to servers, printing resources, classroom devices, staff devices, and student devices.
- Vendor must provide labor and tools to design and deploy images across multiple hardware

platforms of end-user devices, including software deployment and management.

- In other cases, vendors must be able to provide direct software deployment and maintenance.
- Vendor must coordinate and maintain an inventory of all software licensing and required processes.
- The vendor is required to assist the district in remaining compliant with all software licensing laws. The Vendor will provide associated processes and/or tools for maintaining compliance.
- Vendor is responsible for coordinating and maintaining existing and newly purchased hardware and end-user devices.
- The vendor will coordinate the collection, shipping, and return of damaged hardware and devices to district-approved insurance processes, service repair processes, or warranty processes.
- The vendor will be responsible for the disposal of hardware or devices taken out of service and deemed to have completed their useful life following District Asset Management procedures and necessary Data Protection Policies.
- The vendor must provide procurement, shipment, and tracking for service parts and supplies on warranted equipment.
- The vendor will be responsible for and coordinate the management and maintenance of printing solutions as necessary, including hardware, software, and server support. This includes the overall printing strategy to ensure adequate printing resources are available and ready for day-to-day functionality.
- The vendor will be responsible for the day-to-day maintenance and repair of end-user devices to maintain appropriate quality of service for staff and students alike. This includes coordination with the school and vendor to ensure appropriate upgrades and life cycles are maintained year-to-year.
- The vendor will lead in assisting the investigation of better software and hardware solutions year-to-year to better serve and improve the education technology environment of the school.
- The vendor will assist in maintaining an inventory of all hardware and provide recommendations for the refresh cycle.
- The vendor will provide annual technology needs and specifications recommendations so the district can purchase on time to avoid slow implementation or affecting student learning.
- The vendor is expected to work with the district on annual hardware needs and will provide the specifications for hardware purchases. Hardware purchases will be made by the school district, separate from this contract.
- The following examples are potential items that the vendor will act as the initial point of contact in order to coordinate repairs to these items, with the cost of parts being covered by the school.

Interactive Smartboards	Document Cameras	Projectors
Video Systems	Cast Devices	PA/Intercom Systems
Video Surveillance Cameras	Key-Card Systems	Cafeteria Systems
Printers and Copiers	Televisions	Digital Signs

1.8.5 Third-Party Coordination

The vendor will be the initial point of contact on the following item examples and will facilitate the repair with the appropriate third-party vendor:

Hardware	Software	Phones/Fax
Access Controls	Video Surveillance	Badging Systems
PA/Intercom Systems	Sound Systems	Stage Lighting
Software Licensing and Rostering Support	School Curriculum Platforms	Print Management

For example, if the school would wish to implement a new platform and requires the setup of Single Sign-On through another platform, the vendor would be responsible in assisting and supporting the customer's implementation and process to complete that setup.

1.8.6 Help Desk and Service Requests

The vendor will provide a universal help desk with an online ticketing system to address incidents and needed repairs. The proposal should include how the help desk will be staffed during school hours each workday. The ticketing system will communicate the status of their repair request to the end user.

The help desk is responsible for assisting with all issues in the district and ensuring the issues are routed to the appropriate party. Issues may include computer hardware, software, peripheral technology items, 3rd-party assistance, SmartBoards, Projectors, Printers, etc. In general, the Help Desk serves as a task management and incident control system. The vendor will forward the repair request to the appropriate personnel or staff for items not typically covered by the above-mentioned services.

2.0 Terms and Conditions

The following items are instructions to vendors intending to submit proposals.

- 2.1** Proposals for providing services and solutions to the customer will be accepted at the designated details provided in the preceding documentation. The proposals must be submitted by the final date without exception, in a sealed envelope, and marked to indicate a proposal for the requested services and solutions.
- 2.2** The customer reserves the right to accept or reject any or all proposals or parts thereof. In awarding the contract, the customer reserves the right to consider all elements entering into the question of determining the responsibility of the proposing company, including, but not limited to, quality, recommendations, ability to provide the services, and cost. The school district may waive defects in the form of the proposal when no prejudice will result to the rights of any proposal or the public.
- 2.3** The customer retains the prerogative of including all conditions and specifications of this request for proposal in the contract with the successful proposal outlined in other sections of this set of documents.
- 2.4** All insurance, service, and safety conditions apply to each vendor submitting a proposal.
- 2.5** Each vendor shall submit, with their proposal, their complete name, whether they are an individual, partnership, or corporation, their principal office, their official representative; if a

corporation, when incorporated and in what State; if a partnership, date, or organization and name and address of principal partners; the number of years of experience in supplying and installing requested services and equipment.

2.6 Each vendor shall submit a list of current Ohio K-12 school district customers and references.

2.7 Federal and state taxes for which a board of education is exempt should not be included.

2.8 The vendor responding to this RFP shall indemnify and save harmless the customer and its officers and agents from all claims, demands, payments, suits, actions, recoveries, and judgments of every description, whether or not well founded in law, brought or recovered against them, because of any act or omission of the said maker of this proposal, his agents, or employees in the execution of any contract resulting from this proposal.

2.9 The competency and responsibility of the vendors will be considered in determining the lowest and most responsible proposal.

2.10 Should a vendor find discrepancies in or omissions from the specifications document, or should there be a doubt as to their meaning, said vendor should at once notify the designated point of contact of the customer in the preceding details of this document, who will if needed, issue a written clarification.

2.11 The customer school is a smoke- and drug-free campus.

2.12 Duration of contract: The initial contract offered by the customer will be for the remainder of the 2022-2023 school year as determined by the district as well as the 2023-2024, 2024-2025 and 2025-2026 school years, based upon the contract terms that are completed with the successful vendor, should the Board of Education decide to accept one of the proposals.

2.13 A BCI and FBI background check is required of all vendors working in school buildings when children are present. The vendor will pay for the cost of the background checks.

Pricing Summary

The following table should list all services or solutions proposed and reflect a general pricing summary for the vendor and customer in order to better clarify the intentions of the parties of the RFP.

<i>Managed Services</i> <i>Per Annum</i>	\$	<i>[Insert brief description of service]</i>
<i>Managed Cybersecurity</i> <i>Per Annum</i>	\$	<i>[Insert brief description of service]</i>
<i>On-Site Technology Coordinator</i> <i>Per Annum</i>	\$	<i>[Insert brief description of service]</i>
<i>IT Technician</i> <i>Per Annum</i>	\$	<i>[Insert brief description of service]</i>
<i>Curriculum & Instructional Design Coach</i> <i>Per Annum</i>	\$	<i>[Insert brief description of service]</i>

Pre-RFP Open House

Date and Time:

December 19th, 2022, at 9:00 AM

Location Address

*Dobbins Early Learning Center Board Room
3030 Dobbins Road, OH, 44514*

Purpose: Potential respondents are encouraged, although not required, to participate in a Pre-RFP Open House. This session will provide interested, qualified persons, or organizations an opportunity to walk the buildings and participate in a Q&A Session.

Key Dates Schedule	
Date	Activity
12/9/2022	RFP Posted
12/19/2022	Q&A Pre-RFP Open House
1/20/2023	Deadline to Submit Proposals
1/20/2023	Proposal Review
1/23-1/27/2023	Respondent Presentations
1/30-2/3/2023	Opportunity to Cure
2/3/2023	Final Bid Submission Due
2/6/2023	Anticipated Selection Notification
2023/24 SY	Contract Start Date