

IT MANAGED SERVICES RFP

Section 1

Notice is hereby given that George Washington Academy invites qualified vendors to submit sealed Request for Proposal for:

Bid Title: IT Managed Services

Submission of Proposal (Deadline): Proposals shall be sealed and clearly marked "George Washington Academy IT Managed Services" and received up to, but no later than 2 PM, Friday, March 29, 2024.

Proposals shall be received at:

George Washington Academy
Attn: Jessica Bentley
2277 S 3000 E
St. George, UT 84790

Review of Submitted Proposal: March 29, 2024

Recommendation to Board of Directors: April 25, 2024

Tentative Contract Award Date: April 26, 2024

Contract Duration: 3 year or 5 year

Offeror to Begin Service: July 1, 2024

Section II

George Washington Academy is requesting proposals for a public charter school IT Managed Service Provider.

General information about George Washington Academy: George Washington Academy is a Utah public charter school designed to provide students with a strong academic program that facilitates student-led leadership. George Washington Academy serves students in grades K-7. George Washington Academy's enrollment capacity is 1050 students with 137 employees. George Washington Academy is located at 2277 S. 3000 E., St. George, Utah, 84790.

DISCLAIMER & ACKNOWLEDGEMENT: Authorization to continue operating George Washington Academy as a Utah public charter school is expressly contingent on George Washington Academy's charter not being terminated by the Utah State Board of Education. George Washington Academy reserves the right to cancel any and all service agreements executed pursuant to this RFP in the event the School's charter is terminated for any reason. All offerors must agree to the cancellation of said agreements and to hold George Washington Academy, its directors, officers, employees, and agents harmless for any loss of potential profits and costs/expenses incurred in the event the School's charter is terminated for any reason. Submission of a proposal in response to this RFP shall be deemed an acknowledgment and consent by the offeror to the cancellation provisions contained in this paragraph.

TERM OF CONTRACT: In the interest of maintaining continued services, George Washington Academy will award the contract for IT-managed services for a period up to, but not to exceed, Five (5) years, beginning July 1, 2024. The contract entered into by George Washington Academy's Board

of Directors for IT Managed services shall be in writing and shall incorporate the above-mentioned "Disclaimer & Acknowledgment."

AWARD OF CONTRACT: The contract will be awarded to the offeror whose proposal is determined to be the most advantageous to George Washington Academy, taking into consideration of the price and the evaluation factors set forth in this RFP. No other factors or criteria will be used in the evaluation, and please note that due to recent changes to the Utah Procurement Code, cost is evaluated independently from the substantive evaluation factors. The final determination shall be in writing and shall be determined at the sole discretion of George Washington Academy's Board of Directors. The contract file will contain the basis on which the award is made. George Washington Academy can reject any and all proposals, and it can waive any informality or technicality in any proposal received if George Washington Academy's Board of Directors determines it would serve the best interests of George Washington Academy. George Washington Academy will open proposals identifying only the names of the contract awarded. Following the award decision, all proposals become public information.

SECTION III

PROPOSAL INFORMATION

- A. Proposals must be submitted in compliance with Section IV of this RFP. The services required and offered in a proposal should meet the needs described below. Only one proposal from each offeror may be submitted and considered. Offerors may include any special or unique services they plan to provide.
- B. Submission of a proposal will be construed to mean that the offeror understands the requirements contained herein, and the offeror can supply the described services for the fee contained in their submitted proposal.
- C. Proposals will be opened on Monday, April 1, 2024. George Washington Academy is located at 2277 S. 3000 E. St. George, Utah 84790. The School will cooperate with all potential offerors, to the extent reasonably possible, in their attempt to obtain information. Discussions may be conducted with offerors who submit proposals for the purpose of assuring a full understanding of, and responsiveness to, the solicitation requirements.
- D. If selected by the George Washington Academy Board of Directors, the successful offeror must be prepared to execute a written IT Managed services provider agreement containing the services, terms, and conditions outlined in the successful proposal.
- E. It is understood that George Washington Academy's issuance of this RFP does not obligate George Washington Academy to accept any of the proposals submitted in response to this RFP, nor does it guarantee that George Washington Academy will in fact accept any of the said proposals. To the extent permitted by law, George Washington Academy's Board of Directors reserves the right to accept or reject any or all proposals and/or to waive any or all formalities in any proposal or in the proposal process deemed to be in the best interest of George Washington Academy. No agreement exists on the part of George Washington Academy and any offeror until a written contract is approved and executed by George Washington Academy's Board of Directors and the offeror.
- F. Proposals received by telephone, fax, mail, or any other unapproved form are not acceptable and will not be considered. Proposals must be submitted in person and in accordance with Section IV.

This RFP does not obligate George Washington Academy to pay for any costs of any kind whatsoever that may be incurred by an offeror/respondent or any third parties in connection with

a proposal. All proposals, responses, and supporting documentation shall become the property of George Washington Academy. Further, George Washington Academy shall not be liable to any offeror, person, or entity for any losses, expenses, costs, claims, or damages of any kind arising out of, by reason of, or attributable to, the offeror responding to the RFP.

At any time during the evaluation process, the evaluation committee may, with appropriate approval, request the best and final offers, as provided for in Utah Code § 63G6a-707.5, from responsible offerors who submit responsive proposals that meet any minimum qualifications, evaluation criteria, or core thresholds identified in this RFP.

SECTION IV

PROPOSAL REQUIREMENTS

Potential offerors are hereby invited to submit a proposal for IT Managed Service Provider services for George Washington Academy Charter School.

- A. It is mandatory that each proposal contain a cover letter which includes the following:
 - a. A statement of the offeror's intent to provide the services outlined in the proposal;
Company name;
 - b. Complete company address;
 - c. Company contact person's name, phone number, and email address; Company's website address;
 - d. The signature of the company's authorized representative, including position/title; and
The date of submission.
 - e. Proposals must address the Proposal Specifications set forth in Section V.
 - f. Proposals must be dropped off in person in a sealed envelope labeled before 2:00 PM March 29, 2024. Late proposals will not be accepted. Label the front of the envelope with the following information:

IT MANAGED SERVICES

ATTN: Jessica Bentley

George Washington Academy

2227 S. 3000 E.

St. George, UT 84790

SECTION V

PROPOSAL SPECIFICATIONS

IT Managed Services will be expected to act as an independent contractor in the delivery of IT-managed support services.

George Washington Academy is seeking comprehensive IT Managed support services, to begin on July 1, 2024, with the intent of utilizing the successful offeror's expertise in the effective planning, implementation, and delivery of its services.

Provide a narrative demonstrating a proven and successful track record for providing IT-managed support services to public charter schools. Preference may be given to offerors who demonstrate a successful operating history with Utah-based charter schools. Evidence of success must include a list

of all client charter schools, indicate the duration of your contractual relationship with each client school, and provide contact information for the charter school's current board president and principal.

Note: George Washington Academy reserves the right to contact the individuals listed herein. If you do not desire George Washington Academy to contact any individual, please indicate it and provide an explanation.

Include a list of all management-level personnel and a description of their qualifications and experience. Also, include a summary of other personnel and their qualifications and experience.

Scope of Work

1. General

- Have two onsite technicians available. Please see the school calendar for holidays, teacher prep days are required. <https://gwacademy.org/School-Calendar>
- Provide a help desk ticketing system.
- Provide tech support for any tech hardware approved by the GWA technology committee
- Connect and set up hardware
- Troubleshoot all technology issues
- Monitor the security of all technology
- Ensure all issues are expediently addressed, resolved, and documented with technician notes
- Maintain a log and/or list of required repairs and maintenance
- Provide monthly support reports to management and analyze results
- Research current and potential resources and services
- Provide technology support for any technology-related projects
- Communicate clearly and effectively with school staff about network-related policies and procedures

2. Administrative

- Develop goals and strategies to ensure the IT department runs smoothly and effectively.
- Direct and establish IT-related projects.
- Monitor changes in the technology sector to discover ways the school can improve and develop.
- Supervise the networks and computer systems in the company to ensure optimal performance.
- Plan and direct the implementation of new IT systems.
- Provide leadership to IT specialists and other staff within the company.
- Create and adapt technological platforms to improve the client experience.
- Troubleshoot data-related issues and establish regular maintenance.
- Analyze the costs, value and risks of information technology to advise management and suggest actions
- Hold Monthly meetings with GWA technology committee and administration to report on state of technology for the school.

3. Network Infrastructure

- Provide 24 hours per day, 365 days per year technology support of Charter Holder's technology network
- Monitor and maintain filter and firewall and provide monthly reports (iBoss) and report to the Assistant Director over technologies.

- Maintain School servers (Apple and PC) to ensure system uptime;
- Provide network access to all staff and students
- Provide network accounts and passwords as required
- Perform network backup according to the designated schedule, excluding locally stored User documents, files, or data;
- Monitor and maintain technology to ensure maximum access
- Work with school staff to obtain input in determining system/operations improvements and/or needs in relation to the computer network;
- Actively raise issues and recommend improvements to GWA technology services
- Provide recommendations about accessing information and support
- Advise Assistant Director over technologies of security breach and/or change in password or security status
- Provide Active Directory account management and email and security group management.

4. Work Stations

- Troubleshoot computer, network, and printing problems
- Provide "Help Desk" support services to staff. Help Desk support services include troubleshooting software or hardware malfunctions, installations, Internet and peripheral connectivity, or similar hardware, software, or connectivity issues. Help Desk support services do not include software-specific user technical support;
- Maintain manufacturer-provided software updates on hardware and software;

5. Information Systems

- Management of student information systems (Currently PowerSchool)
- Assist Charter Holder with Instructional, SIS and Clearinghouse Support
- Access/connectivity liaison services between the Utah State Office of Education (USOE) and Charter Holder's Student Information System (SIS) system (PowerSchool);
- Semiweekly monitor state reporting system (Utrex)
- Provide school-level Help Desk support for web-based SIS system for administration;
- Work with school staff to resolve UTREx and SIS Data Clearinghouse file errors;
- Upload electronic enrollment files approved and provided by the Charter Holder to the USOE for student enrollment reporting;
- Maintain UTREx and Data Collector for Charter Holder;
- Provide school-level support of all USOE CBT (Computer Based Testing) modules and deployment;
- Provide support for Charter Holder's LMS (Learning Management System) Systems Canvas.
- Maintain the school's email service and (Google Suite);
- Setup of state testing environment (Currently RISE) and resolve issues with state testing information systems
- Set up and maintain online learning platforms approved by the GWA Technology Committee, including registering, enrolling, and removing students.
- Provide tech support for any and all learning platforms approved by the GWA technology committee

6. Inventory

- Work with school staff to develop information technology budgets annually or as needed;
- Maintain current and accurate inventory of technology hardware, software, and resources

- Make recommendations about the purchase of technology resources
- Identify and prepare hardware for disposal when appropriate
- Ensure hardware is stripped and secured before disposal

7. Vendor Management

- Coordinate outside support or services as necessary;
- Work with website hosting service and school staff to resolve website issues
- Direct the work of any external technical consultants who provide routine on-site tech support to GWA
- Manage process (onsite and documentation) of technical consultants' work

8. Compliance

- Participate in the development of policies, procedures, and documents concerning the computer network;
- Maintain the school's Governmental Records Access
- Management Act (GRAMA) compliant email archiving and backup service;
- CIPA compliance management

9. Training

- Willing to attend school-approved training that pertains to technology (sometimes held in the Salt Lake area). The school will pay for lodging and travel.
- Attend any web-based training about technology and state-level training (Zoom).
- Provide technology orientation and training to GWA staff
- Provide individual training and support on request.

10. Compensation

- Provide the fee to be charged for services contained in your proposal as outlined below.
- Provide a 3-year quote and 5 year quote following the above guidelines.

SECTION VI EVALUATION CRITERIA

1. The vendor's ability to provide George Washington Academy with the services as described in Section V.
2. The vendor's experience in providing services similar to those described in this RFP, and the experience of the individuals whom the firm proposes to provide such services.
3. The vendor's references from clients are comparable to George Washington Academy.
4. Cost
5. Quality of service

CERTIFICATION OF PROPOSAL

I (We) have read George Washington Academy's Request for Proposal and fully understand its intent. I (We) certify that I (we) have adequate personnel and resources to fulfill the proposal requirements. I (We) further understand that our ability to meet the criteria and provide the required services shall be judged solely by George Washington Academy. I (We) further certify that, since the receipt of this RFP, no contact, discussion, or negotiation has been made nor will be made regarding this proposal, with any George Washington Academy employee or Board Member other than the listed contact people in the RFP. I (We) understand that any such contact could disqualify this proposal. I (We) certify that all schedules and addenda contained herein shall be considered part of the entire RFP and that the complete documents submitted shall be considered a legally binding document. From responsible offerors who submit responsive proposals that meet minimum Qualifications, evaluation criteria, or applicable score thresholds identified in the request for proposal.

Submitted by: _____

Proposer's Name _____

Authorized Signature _____

Name and Title _____

Telephone _____

Date _____