

# Chandler Park Academy School District

19236 W 11 Mile Road • Lathrup Village, MI 48076 •

Elementary: (313) 884-8830 • Middle: (313) 839-9886 • High: (313) 499-3010



## **REQUEST FOR PROPOSALS**

### **FOR**

## **INFORMATION TECHNOLOGY (IT)**

## **SERVICE PROVIDER**

## **INTRODUCTION**

**The Chandler Park Academy** (the "Academy") Board of Directors is seeking proposals from Information Technology (IT) Service Providers to administer a portion or all of the IT services of the Academy. These proposals should include responses to the information requested and any additional information that will assist the Academy in making a decision.

The Academy is located in Harper Woods, Michigan. The Academy began operation in July 1997. The Academy is authorized to operate as a public school academy by Saginaw Valley State University Board of Control and its charter contract expires on June 30, 2020.

### **Our Mission**

Chandler Park Academy delivers academic excellence, character development and leadership for the urban child who would benefit from a culturally and academically enriched PreK-12 college and career preparatory education.

### **Our Vision**

We strive to provide the tools students need to become productive, responsible citizens capable of successfully operating in the 21st Century and beyond. This includes: Teaching students to gather, organize and analyze information Encouraging higher-order thinking, leading students to solve multi-step problems Providing access to modern technology and teaching students to effectively use it Guiding students to express themselves through written and oral communication and the arts Cultivating the ability to work well and collaborate with others Engendering an appreciation of the contributions and worth of other cultures and the acceptance of individual differences Helping students realize they are part of a society and that they must work within society's rules and structures for the good of all dedicated to transforming your child's future.

Additional information regarding the Academy can be found on its website at <https://chandlerparkacademy.net/>

## **OVERVIEW**

Chandler Park Academy School District located in Harper Woods MI, is seeking proposals for a Contractor who has demonstrated abilities to perform IT Support Services per the attached Scope of Work (Exhibit A). All applicable federal, state, and local laws, ordinances and regulations must be adhered to.

It is the desire of the Chandler Park Academy District to award a two(2) year contract to begin on **July 1, 2018 and to end on June 30, 2020**, with the option to extend on a multiple-year agreement based on the previous year's performance.

### **Location of sites to be maintained:**

- **Chandler Park Academy Elementary School 20200 Kelly Road, Harper Woods, MI 48225**
- **Chandler Park Academy Middle School 20100 Kelly Road, Harper Woods, MI 48225**
- **Chandler Park Academy High School 20254 Kelly Road, Harper Woods, MI 48225**

## **REQUEST FOR PROPOSAL**

This Request for Proposal ("RFP") is divided into the following categories. Please provide the following information in your proposal:

1. **General Company Information**
2. **Key Partnerships & Alliances** (*If Applicable*)
3. **List of Current Educational/School Customers**
4. **Company Compliance and Legal Issues** (*If Applicable*)
5. **Personnel Management** – Education Background and Certification of any personnel that may be assigned to work on CPA's campus.
6. **Insurance** – Please provide proof of insurance. All applicants must show evidence of, and have enforce throughout the duration of this contract, contractor general liability insurance (\$1,000,000 minimum); Workers Compensation Insurance (\$500,000) and business automobile liability (\$1,000,000) and be able furnish proof of such insurance on request at any time.
7. **Pricing** - Provide pricing for site locations listed above. Please note that all prices will be considered final upon submission.
8. **Scope of Work** - See [Exhibit A](#) – Scope of Services and Support.
9. **Copy of Service Agreement**

## **ADDITIONAL RFP INFORMATION**

**Site Inspection:** It is recommended that all bidders conduct a site inspection and take such steps as may be reasonably necessary to ascertain the nature and location of the services to be performed and the general and local conditions which can affect the services or the cost thereof. Available date to inspect the sites is **Monday, June 11<sup>th</sup>**.

No adjustments in proposal price shall be made for the bidder's failure to fully acquaint themselves with the conditions of the work. Any questions pertaining to site visits should be directed to:

**Terrence L. Curry, CFO/COO** Cell: (248) 794-7715 E-mail: [TCurry@scholasticllc.com](mailto:TCurry@scholasticllc.com)

**Proposal Due Date:** All proposals must be received no later than later than **3:00 PM, June 18th, 2018** and must be delivered to the following address:

**Chandler Park Academy School District**  
**Attn: Terrence L. Curry, CFO/COO**  
**20254 Kelly Road**  
**Harper Woods, MI 48225**

**Late Proposals:** Each Company is responsible for submission of its Proposal. Proposals or Proposal revisions received after the Due Date specified above will not be accepted or considered. The Academy is not liable for any delivery or postal delays.

**Returned Proposals:** All Proposals received after the Due Date specified above will be returned to the Company unopened.

**Signed Original Proposal:** Each Proposal must be an original, hard copy and be signed by an authorized member of the Company's firm. This member should be the highest-ranking officer at the local level. NO ORAL, or FAXED Proposals will be accepted. Please provide one copy of the proposal in a sealed envelope. **Electronic versions are acceptable if sent to Terrence L. Curry at the following e-mail address:** [TCurry@scholasticllc.com](mailto:TCurry@scholasticllc.com)

**Opening of Proposals:** At the specified location and Due Date stated above, all Proposals timely submitted will be publicly opened and dated. Any interested parties may attend. No immediate decision will be rendered.

**Additional Requests for Clarification or Site Visit:** Prospective Companies may request that the Academy clarify information contained in this RFP or may request a site visit. All such requests must be made in writing via e-mail. All requests for clarification or inquiries must be directed to **Terrence L. Curry** at the following email address: [TCurry@scholasticllc.com](mailto:TCurry@scholasticllc.com)

**Finality of Decision:** Any decision made by the Academy, including the Company selection, shall be final.

**Reservation of Rights:** The Academy reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all Proposals with or without cause. The Academy further reserves the right to waive any irregularity or informality in the RFP process or any Proposal, and the right to award the Contract to other than the Company(ies) submitting the best financial Proposal (low bidder). The Academy reserves the right to request additional information from any or all Companies. The Academy reserves the right to negotiate with the Companies concerning their Proposals and any proposed agreement that may be submitted by the Company.

**Release of Claims:** Each Company by submitting its Proposal releases the Academy from any and all claims arising out of, and related to, this RFP process and selection of a Company.

**Company Bears Proposal Costs:** A recipient of this RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to this RFP, or any negotiations incidental to its Proposal or this RFP.

**Irrevocability of Proposals:** All Proposals submitted shall not be withdrawn and shall be irrevocable for a minimum period of thirty (30) calendar days following the Due Date for receipt of Proposals set forth above.

**Collusive Bidding:** The Company certifies that its Proposal is made without any previous understanding, agreement or connection with any person, firm or corporation making a Proposal for the same project and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

**Term of Contract:** The term of the Contract shall be for a term of years not to exceed the term of the Academy's current charter contract with Saginaw Valley State University.

**Transition Process:** The newly awarded IT Service Company will work with CPA's current IT Service Provider to ensure a smooth transition of ownership and servicing of CPA's infrastructure.



## Exhibit A

### Chandler Park Academy District Scope of IT Service & Support

#### Objective:

The object of this document is to describe requested services to be provided to Chandler Park Academy for the period from **July 1, 2018** to **June 30, 2020**. This document is used to describe the services that will be available and/or utilizable under this scope of work and will range from consulting to break/fix support. This document also serves as the core rules of any service engagement that will be executed.

#### **IT Equipment, Administration, Maintenance, and Support**

##### ***Infrastructure:***

- Microsoft Windows 2008 Caching Server (1 server, Dell PowerEdge R510), including administration, core network services administration, and upgrades.
- Management and administration of SonicWALL firewall devices
- Administration and maintenance of WAN router devices
- Administration Management and Support of all UPS units.
- Internet connection administration, management and content filtering
- Administration and support of core network switches (*each building has 1 Core Switches Cisco Catalyst 4506*)
- Administration Management and Support of campus wide wireless network System.
- Support and repair services for all CAT5E and CAT6 communication structured Wiring.

- Microsoft Windows 7 & 10 OS running on Professional Workstations/Desktops
- Microsoft Windows 7 & 10 OS running on Professional Laptops/Netbooks
- Network/Local Printers (HP, Cannon)
- Google Chromebooks
- Ubiquiti Video Surveillance cameras and server equipment
- Maintenance and support of Interactive Smartboard systems in the classrooms throughout the district

***Infrastructure devices that will require routine monitoring and visual inspection to ensure proper operation:***

Critical Devices:

- Qty 3 - Building Core Switches Cisco Catalyst 4506
- Qty 5 - Physical VMWare ESXi Server
- Qty 9 - Virtual Machine servers running Windows Server 2008 R2
- Qty 1 - Ubiquiti Unifi VMS
- Qty 1 - Ubiquiti Wireless Controller
- Qty 2- NAS devices / Active Directory
- Qty 6- Payroll terminals / Android Tablets

Important Devices:

- Qty 200 - Ubiquiti cameras
- Qty 175 Ubiquiti Wireless Access Points
- Qty 48 - Access layer switches

## **Scope of Work**

The following is a bulleted list detailing the general tasks that maybe called upon to be performed at any given point that would need to be addressed and/or serviced.

- With the assessment of Microsoft Windows 2008 Server security, configure server with the necessary updates and software patches. The service provider will perform all required server maintenance including break/fix support, hardware and operating system monitoring, log audits, and user account management tasks. The Service Provider will monitor system backup operations and perform monthly test backup recovery tasks for disaster recovery validation.
- The Service Provider will administer Switches, Routers, and Hubs including traffic flow monitoring, system log audit and alarm monitoring. The Service Provider will perform software update management on all network infrastructure equipment.
- The Service Provider will provide support and management services for existing Wireless Network Infrastructure including 175 wireless Access Points and Ubiquiti Wireless Controller.
- The Service Provider will create and administer accounts in the Microsoft Windows 2008 domain as well as handle the rights and security issues with the server.
- The Service Provider will establish and maintain email accounts (G-Suite for Education)
- The Service Provider will provide Internet connectivity management (security administration and support, firewall administration and support)
- The Service Provider will develop/administer network-wide Anti-virus policy through customer supplied Anti-virus software and perform maintenance by doing regular updates.



- The Service Provider will provide service for computer equipment and printer repair (Local and Network printers, Desktop Computer support, Network Server support, Operating Systems support)
- The Service Provider will install customer specific software and provide service for software upgrades. *Please note that due to specialization of the applications, the support will be based on support provided by the software manufacturer*
- The Service Provider will administer and maintain core network services (DNS,DHCP)
- The Service Provider will develop and maintain network and service documentation
- The Service Provider will provide network consulting and technology advisory services on an as needed basis.
- The Service Provider will provide unlimited telephone and remote network administration support services.
- The Service Provider will provide administration support services for classroom installed interactive whiteboard units.
- The Service Provider will develop and maintain an electronic inventory tracking system for all IT equipment for the CPA District. This requirement is for compliance with any and all equipment that is purchased utilizing Federal or State issued funds.

### ***Scope of Work Additions:***

- Annual Disassembly and reassembly of cables to all classroom desktop computers, monitors, printers, and laptops as needed during summer cleaning schedule before classes resume in the fall.
- Daily & periodic visual inspections, and powering up all payroll kiosk units to make sure all wireless and payroll programs are operational.
- Imaging & re-imaging of desktop computers/laptops if and when needed (if applicable).
- Respond to, track and complete all items submitted in the End-user/Ticker Management System.

- Advise, assist, and provide feedback in all scheduled school district IT Project Meetings, and/or project meetings that require an IT connection.
- Consult and provide suggestions to better improve the quality of the IT Infrastructure while taking into consideration a '**Conservative Pricing**' and/or '**Value for Cost**' approach.

### ***Office and Staff Support:***

- Provide staffed helpdesk support for each school for break/fix support and maintenance services during regular business hours, Monday through Friday excluding Holidays and days in which the entire school district is closed due to weather, emergencies, or other unforeseen circumstances. School district will require **two(2)** IT Representatives/Techs on-site during regular business hours. School district request business hours support times to be staggered:
  - 1<sup>st</sup> Representative/Tech from **7:30 am – 4:30 pm**
  - 2<sup>nd</sup> Representative/Tech from **8:00 am – 5:00 pm**

### ***Scheduled Maintenance:***

The Service Provider, in conjunction with the Chandler Park Academy's designated representative, will develop a schedule for on-site visits from the Service Provider's designated engineer to properly perform required maintenance and proactively address potential issues. The schedule will be confirmed with the Chandler Park Academy's designated representative.

### ***The Service Provider's Response Time:***

- Network/Business non-critical issues (i.e., Workstation failure, Application issues, Local printers): **24-48 hours**
- Network/Business critical issues (i.e., Server down, Internet down, overall infrastructure failure, DHCP server failure, Firewall down, Network printer): **Immediate or as soon as feasible possible.**