

**Chillicothe
Request for Proposals
For Managed Technology Services**

**Chillicothe
School District
2807 Hornet Road, Chillicothe, MO 64601**

660-646-4566

Superintendent: Dr. Dan Wiebers

**Issue Date: March 8, 2023
Proposal Due Date: March 29, 2023**

The Chillicothe School District at 2807 Hornet Road, Chillicothe, MO 64601, is requesting Qualified Providers to provide comprehensive managed infrastructure and network services. The vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, back-ups, remote access and on-site support, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery, and other services such as VoIP phone, printing, access control, security camera, projector, and audio/visual management. To accomplish this, it is expected that the chosen vendor will be able to work effectively with other Chillicothe School District vendors (such as proprietary software vendors and internet service providers to make the IT system a seamless process to the end user). We are especially looking for a vendor who is a single point of contact for all of our IT needs. It is also expected that the chosen vendor will assist management with long-term planning to keep systems current and functional in the most cost-effective manner possible. Proposed Agreement term should be a 3-year agreement term with a 1-year renewal option.

The overall goal of the RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will promote the mission of the Chillicothe School District. The District may elect to implement further improvement measures in phases pursuant to the RFP. Any further recommendations for the District will be considered.

Proposals shall be received to the office of: Dr. Dan Wiebers, Superintendent, Chillicothe. 2807 Hornet Road, Chillicothe, MO 64601. Deadline for Proposals: March 29, 2023, at 12:00 PM CST, NO EXTENSIONS WILL BE GRANTED.

Please provide 3 sealed copies of the proposals. A copy of the Request for Proposal (RFP) specification can be obtained from the Administrative Office, 2807 Hornet Road, Chillicothe, MO 64601.

For questions concerning the RFP or site visits, please contact the Superintendent, Dr. Dan Wiebers at 660-646-4566/dwiebers@chillicotheschools.org.

The District will evaluate all proposals and make a Qualified Provider recommendation, at which time the Qualified Provider that best meets the needs of the District will be notified. The District reserves the right to accept in part or in whole any Submission, waive any formalities, or minor technical inconsistencies or delete any item/requirements from the RFP or resulting contract when deemed to be in the District's best interest.

The District will not provide compensation to the Respondent(s) for any expense incurred by the Respondent(s) for submission preparation, product evaluations, or demonstrations that may be made.

I. PROPOSED PROJECT

- A. Vendor will assume the lead role maintaining the district's networks. This includes server hardware and software, network wiring, network distribution hardware, and firewalls.
- B. The vendor will assume the lead role in maintaining the functionality of the district's client devices (desktops, laptops, Mac Books, iPads and Chromebooks) including hardware, software, and network connectivity.
- C. The vendor will assume the lead role in maintaining the functionality of the student use mobile devices put in service for the purpose of supporting a one to one initiative.
- D. The vendor will assume the lead role providing end-user help desk support, monitoring and analysis, onsite incident response capabilities and disaster recovery service.
- E. The vendor will assist district personnel in updating and maintaining administrative software which could include installations of patches, update or modification of any rules/policies, etc.
- F. The vendor will assume the lead role providing and maintaining the integrity of Chillicothe School District's data security. The vendor will provide, at a minimum, a level of care necessary for protecting sensitive data in accordance to the requirements set forth by the Missouri United School Insurance Council on cyber insurability. The vendor must also meet any further obligations that may be imposed by law, regulation or contract.
- G. The vendor will provide technology consulting through committee meetings to deliver services and/or solutions.
- H. The vendor will provide technology acquisition and consulting services
- I. The vendor will provide paid support options.
- J. The vendor shall provide a minimum one, full time- 40 hour a week, on-site staff to serve as turnkey IT help desk.
 - A. The on-site staff shall have the ability to escalate issues to higher-level staff, such as an engineer at the Contractor's Network Operations Center, at no additional labor cost to the District. The vendor shall fill each of these positions at a minimum of 48 weeks or 240 days per year. This allowance shall accommodate vacation/sick days and other absences. All absences must be approved by District technology director, except in emergency cases in which the director must be notified as soon as reasonably possible. In no case shall the vendor's employee leave the entire department unstaffed (e.g. for meetings), except in the case of

illness.

- B. The vendor shall fill each of these positions with qualified staff who will be semi-permanently assigned to the district, until such time as the staff member has accepted a different position with the vendor or left employment with the vendor's company. Filling a position with revolving employees who are not semi-permanently assigned to the District is not acceptable.

K. The vendor shall provide a sample contract, subject to review and modification by the District's legal team, **for a term of 36 months** beginning July 1, 2023. The contract shall include optional 1-year renewals which may be exercised at the District's discretion.

II. PROPOSAL FORMAT

Proposals should be submitted in the format outlined in this section. Tabs must identify each section. Every proposal will be reviewed to determine if it is complete prior to actual evaluation. The school reserves the right to eliminate from further consideration any proposal deemed to be substantially or materially unresponsive to the requests for information contained herein.

TABLE OF CONTENTS

Please provide an organized proposal including a table of contents

EXECUTIVE OVERVIEW

Request for proposals shall include a concise abstract stating the respondent's overview of the company. Please summarize the scope of services that would be offered by your firm for this project.

MANAGEMENT DELIVERABLES AND REPORTS

Describe how you work with clients to deliver services and/or solutions, the customer service you will provide, days of the week and times of the day that it is provided. The methods that end users will contact your customer support. Indicate the on-site capabilities for incident response as well as disaster recovery service. Include descriptions of any reports used to summarize and provide detailed information for managed services customers and any expected changes that may need to be implemented. Specify how you will provide technology acquisition as well as consulting services.

DETAILED AND ITEMIZED PRICING

Include a fee breakdown based on your pricing model; including the cost of any expected changes that may need to be implemented.

REFERENCES

Provide three current references for which you perform similar work.

STAFFING

Provide the following for your company:

- Official registered name, address, main telephone number.
- Key contact name, title, direct telephone.
- The person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including the year established and the number of years your company has been offering managed services and/or applications support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

III. PROPOSAL EVALUATION

A School District evaluation team will evaluate all proposals and recommend a vendor for approval by the School Board. The District reserves the right to but is not obligated to, request and require that the proposing firm provide an oral presentation of its proposal. The written proposal and oral presentation, if required, will be the basis for determining the successful firm.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills Chillicothe School District's stated requirements as set out in the RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in the RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficiently high-quality Vendor personnel with the required skills and experience of the specific approach proposed.
6. The overall cost of the Vendor's proposal.

The School Board or its designee will, in the exercise of their sole discretion, determine which proposal best meets the needs of the School District. The District is not liable for any cost incurred by the respondent in preparing or submitting a proposal, or in preparing the contract.

IV. TIMETABLE

The District expects to undertake the selection process described below according to the following schedule:

Advertisement and Issue RFP

March 8, 2023

Submissions of Proposals

March 29, 2023

Note: Possible potential interviews with Finalist/Selection Committee may be scheduled prior to the April Board of Education Meeting.

