

**Advertisement for Bids**

Lockwood R-1 School District – Managed Service Provider

Sealed bids are requested from qualified vendors for solutions to replace our current server manager company.

Bids may be mailed or hand-delivered to Staci Bruner or Clay Lasater at the District Office, Monday thru Friday during normal business hours: 8 a.m. to 3:30 p.m. Bids that are late through no fault of the Lockwood R-1 School District will not be accepted. All submitted bids must be labeled “Lockwood R-1 School District MSP Replacement Project”.

The Lockwood R-1 School District reserves the right to reject any and all bids and award the contract that would be in the best interest of the Lockwood R-1 School District. The project start date will be May 2021.

**Introduction and Intent**

Our district consists of three schools within two buildings. We have 300 students and 60 employees. This document constitutes a Request for Proposal (RFP) from Lockwood R-1 School District. This RFP seeks qualified Providers with a solution to replace our current service provider. The intent of this RFP is to provide the potential vendor with sufficient information to enable them to prepare an acceptable response to this RFP.

**Timeline**

RFP Issued	3/10/2021
Questions Due	3/22/2021
Bids Due	4/1/2021
Provider Selection	April Board of Education Meeting
Work Scope Start	May 2021

**Due Date**

Sealed bids will be received until April 1, 2021 at 3:30 p.m. Late responses will NOT be considered. Submit bid responses to:

Staci Bruner or Clay Lasater  
400 West 4<sup>th</sup> Street  
Lockwood, MO 65682

Sealed bids can also be hand-delivered to this office Monday thru Friday during normal business hours: 8 a.m.-3:30 p.m.

Bids will be opened after April 1 and then be presented to the Board of Education during the April 2021 meeting. The Board will vote to approve the award.

## General Information

### Student Population

High School-102  
Middle School-36  
Elementary School-150  
Preschool -10  
*Total-298*

### Faculty Population

Certified-32  
Non-Certified-15  
*Total-47*

### Server

HP Proliant DL360 Gen9

- Server 2016 Standard
- 64 GB
- 20 CPU Cores
- 411 GB free of 1.5 TB

Virtual Servers-Domain Controller **AND** File/Print Server

**Wireless** - Ubiquiti Access Points and controller (installed in 2020) one in almost every room; main devices on the wireless at this point are teacher and student laptops, iPads, and Chromebooks

**Wired** - All rooms have Ethernet connections with CAT6e cabling for phones (updated 2020)

**Phones** - Grandstream VOIP system; all classrooms have phones (installed 2017)

**Firewall/Content Filtering** - SonicWall TZ500 (installed 2017) and Barracuda 410 (installed 2016)

**Teacher/Faculty Devices** – 46 pcs/laptops, most are from 2017 or newer (maintain a 5 to 6 year rotation)

**Current Student Devices** - 40 devices in lab settings (2 labs: 20 HP laptops in the hs business lab and 20 HP desktops in the elementary lab), 55 student laptops that are checked out to students for the year, 511 Chromebooks that are in the classroom for student use while in class. (We have purchased chromebooks to be used next year. The number of chromebooks will decrease as we deprovision and replace over the summer.)

### Switches

Elementary Middle School

- 2 Aruba 2930F 48 pt

High School

- 2 Aruba 2930F 48 pt

### **Interactive White Boards/Projectors**

Almost every classroom has an interactive white board and projector along with mobile sets in each building.

### **Other Miscellaneous Devices**

- Surveillance system at both buildings with Prox card entries
- 2 sets of Promethean Student Response Systems in each building

### **Annual Licensing**

- COMODO - Anti-Virus
- PowerSchool - Student Information System (hosted)
- Aptegy - Website Hosting and Broadcast System
- Google - Email
- Sonic Wall and Barracuda - Content Filtering and Firewall
- Veeam Essentials - Backups to a Synology DS716 (purchased 2017)
- ISP - NetVision
- Library Circulation - Follett (hosted)
- Software Unlimited – Accounting Software (hosted)
- Microsoft EES - Site license

### **Tech Staff**

District Technology Coordinator – Staci Bruner

Job duties include - Responsible for development, support, and continuous operation of computer applications and distributions of systems over district network and peripheral devices in collaboration with vendors, acts as a liaison between faculty and administration in technology purchases and budgeting, Google administration, phone system, annual licensing, administration cell phones, PowerSchool administration, MOSIS reporting, e-mail, surveillance (including door access), standardized testing setup of server and devices.

Independent Contractor – Gerod Hall, Hallway Total Solutions

Job duties include – Hardware repairs on student laptops and chromebooks, erate paperwork, and consultation

### **Proposal Information**

Proposals should address the four following sections: 1) Requirements of the Project; 2) Pricing Information; 3) Survey Questions; and 4) References. Please be very specific with pricing options so that comparisons can easily be made.

## Requirements of the Project

The district has had a managed service provider for several years and is in need of a new partner. The following items are to be considered for coverage:

- Server
- Firewall
- Switches
- Network (wired and wireless)
- Teacher/faculty workstations

The desired outcome for this transition is for our server/network to be managed in case of failure and to be kept current regarding security patches, etc. In addition, the district has the following concerns that will need addressed:

- Budgeting
- Disaster Recover
- Minimal Down Time
- Connectivity

## Pricing Information

Please answer the following questions:

How does your company determine the cost to the district? (per user, per device, lump sum, hour blocking, etc.) Please respond with itemized pricing.

If items are bundled, indicate contents. Are the components negotiable?

If you have other options besides those requested, please list them separately with pricing.

## Survey Questions

1. Do you have a web portal for initiating tickets?
2. When we have a ticket, what is the usual turn-around time on a response? On a resolution?
3. What are the hours of the monitoring service?
4. How are contracts divided in your company among technicians? Will we have a dedicated team of technicians or could we end up talking to a different person every time?
5. What is the educational level of technicians in your company? Do most have degrees in technology? If not, how did they obtain their proficiency?
6. On average what percentage of tickets can be resolved remotely with your company?
7. Will there be scheduled onsite visits periodically to take care of miscellaneous items? Will there be extra charges involved?
8. If we need an onsite visit, what is the turn-around time on actually having someone here? Will there be extra charges involved?

9. How long has your company been in IT management?
10. What is the length of your normal contract?
11. If we are dissatisfied with your company, what are the repercussions for ending the contract?
12. If you are a technology vendor, what companies do you partner with?

## **References**

Please include at least three references with contact information that would be willing to discuss your service with us. (Note – If you work with other schools, providing their reference information would be ideal.)

## **Vendor Profile**

Any vendor interested in submitting a bid must include the following information in their bid:

Corporate Name, Address, Email – Please list the entire vendor name and address. Please also state the status of the vendor, i.e. manufacturer, distributor agent, provider, etc. Include email address in the event of questions during the bidding process. The question and answer will be emailed to all potential vendors to maintain a fair process.

Sales, Installation and Support Office – The vendor shall list their office that will support the hardware.

Warranty Information – Please provide the information about the warranty coverage that the company offers on required hardware.

Terms – Please provide the terms regarding payment.

Availability of Phone Support – List the phone numbers and daily hours for technical support.

Service Level Agreement – List expected response times that can be guaranteed by technical support.

## **District Information to Vendors**

District Contact: During the RFP process bidders can direct any questions to Staci Bruner, [sbruner@tigersk12.org](mailto:sbruner@tigersk12.org). The questions and answers will be forwarded to all bidders. The questions are due by March 22, 2021.

## **Required of RFP**

Each bidder shall furnish a detailed proposal. The bidder shall sign the proposal.

Proposals must be firm. Lockwood R-1 School District is exempt from paying Federal Excise Taxes and Missouri local retail sales and use taxes. Tax exemption certificates can be provided upon request.

## **Evaluation Factors**

The Lockwood R-1 School District will award the contract to the bidder who submits the most cost-effective solution while still meeting all of the goals of the district. The district reserves the right to negotiate the best and final proposal from each of the proposals after the opening bids.

The Lockwood R-1 School District reserves the right to:

- Reject any and all bids

- Award the bid under the most beneficial terms for the Lockwood R-1 School District
- Extend the opening time and date
- Re-bid proposal

**Applicable Law**

The bid shall be governed by the laws, rules and regulations of the state of Missouri General Assembly which are effective and in force on the date of this bid together and with any and all laws of the United States, Ordinances of the County of Dade, Missouri and the City of Lockwood, Missouri and the policies and procedures of the Lockwood R-1 School District.

**Hold Harmless**

Bidder shall fully indemnify, save and hold harmless the Lockwood R-1 School District, its officers, employees, and agents (hereafter "the indemnities") against any and all liability, damage, loss, claims, demands and actions of any nature whatsoever on account of personal injuries (including, without limitation on the foregoing, worker's compensation and death claims), property loss or damage of any kind whatsoever, which arise out of or in any manner are related to or connected with, or are claimed to arise out of or be in any manner connected with, the performance of the bid and its awarded products/services. Bidder shall, at its own expense, investigate all such claims and demands, attend to their settlement or other disposition defend all actions based thereon and pay all charges of attorneys and all other costs and expenses of any kind arising from and such liability, damage, loss, claims, demand and/or actions.