

**REQUEST FOR PROPOSAL: INFORMATION TECHNOLOGY (IT) MANAGEMENT &
SUPPORT SPECIFICATIONS
PECATONICA AREA SCHOOL DISTRICT**

INTRODUCTION

General Information

The Pecatonica Area School District (PASD) is requesting proposals for providing information technology (IT) management and support beginning July 1, 2023 and ending June 30, 2027.

1. To be considered, two (2) copies of a proposal must be received by Ann Swenson, District Financial Administrative Assistant, at 704 Cross Street, Blanchardville, WI 53516, by **2:00 p.m. on April 14, 2023**. Faxed and/or emailed proposals will not be accepted. The Pecatonica Area School District reserves the right to reject any or all proposals submitted. Any questions concerning this RFP must be submitted by email on or before April 1, 2023 to:

Dr. Dani Scott
Superintendent
608-523-4248

dscott@pecatonica.k12.wi.us

2. The Pecatonica Area School District reserves the right, where it may serve the District's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the Pecatonica Area School District, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.
3. Submission of the proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Pecatonica Area School District and the firm selected.

It is anticipated the selection of a firm will be completed by April 30, 2023. Following the notification of the selected firm it is expected a contract will be executed between both parties by May 31, 2023.

Term of Engagement

A four (4) year contract with annual renewals is contemplated, subject to satisfactory negotiation of terms and the concurrence of the Board of Education. The contract shall be effective on the contract execution date and shall run for four years.

Either the District or Vendor shall have the right to unilaterally terminate the agreement for any reason upon one hundred twenty (120) days with prior written notice to the other party. The Vendor shall immediately notify the District if the Vendor is unable to complete the responsibilities outlined in the agreement, in which case the District shall have the right to immediately terminate the agreement. The District reserves the right to immediately terminate the agreement for cause if the Vendor materially breaches any of the provisions of the agreement.

Payment for Services

Vendor shall provide the District with a monthly invoice. District shall have thirty (30) days from receipt of invoice to pay Vendor. Other invoicing and payment arrangements can be made if mutually agreed to by both parties.

Status as Independent Contractor

Vendor is an independent contractor and shall not be considered an employee, partner or agent of the District and neither Vendor nor any of the Vendor's agents, employees, or subcontractors will be entitled to any proceeds, insurance, rights or benefits under the District insurance, pension or benefit plans, or for purposes of any Workers' Compensation law.

Vendor agrees that it shall pay all wages, salaries, and other amounts due to its employees in connection with performing their obligations covered by this proposal and shall be responsible for all reports and obligations respecting the Vendors and its employees related to social security, income tax withholding, unemployment compensation, workers' compensation, and similar matters. Vendor shall cover or insure all of its employees performing services related to this proposal in compliance with applicable laws related to workers' compensation, employee health insurance, and employer's liability insurance.

Vendor is solely responsible for all applicable federal, state, and local taxes and assessments and will pay the taxes and assessments required by the Internal Revenue Code and any state and local agency of similar concern.

Compliance with Laws

Vendor shall comply with the Fair Labor Standards Act, Affordable Care Act, and the Occupational Safety and Health Act and all other applicable federal, state, county, and local laws, ordinances, regulations, and codes in the performance of duties related to this proposal.

Confidential Information

The Vendor will have access to confidential information. Confidential information means all information of the District relating to the District's existing or potential non-public business

strategies, existing or proposed bids, finance, marketing strategies, and customers. In addition, confidential information includes all personal identification and information of District management, employees, and students. Vendor agrees that all such information is confidential, and that Vendor will not use or disclose such information to any outside person or entity for any reason whatsoever, without the District's express written consent.

Proposal Cost

The Vendor is expected to furnish turnkey IT management and support for the Pecatonica Area School District. The Vendor will be the IT department for the District. The Vendor proposal shall be a total sum proposal to provide turnkey IT management and support. No additional costs beyond the accepted proposal amount will be paid by the District should the IT management and support require additional time of the Vendor. No additional costs beyond the accepted proposal amount will be paid for incidental expenditures such as mileage, postage, copies, etc.

The District is attempting through this document to provide a thorough description of duties expected by the Vendor. Due to the nature and complexity of the relationship, all expected duties cannot be spelled out in exact detail. Vendor shall price their proposal accordingly to incorporate and anticipate contingencies for any variations.

Board of Education Rights

The Pecatonica Area School District reserves the right to reject any or all proposals. Proposal award will not be made based on price alone; additional criteria such as vendor experience, vendor history with PASD, vendor staff qualifications and customer service, and vendor's experience in a school environment will also be considered. PASD shall be the sole judge of these factors. In all instances, the decision rendered by the PASD shall be final and not subject to contest by others.

SCOPE OF CONTRACTED DUTIES

This document is not intended to be an all-inclusive list of every duty and expectation required of the Vendor. Rather this document provides a summary of the major scope of work that is related to this contract and represents the primary responsibilities of the Vendor..

The Vendor is responsible for the oversight of other contractors working for the District in or associated with the technology department including any subcontractors employed by the Vendor.

Primary Responsibilities

- Network systems administration including design, configuration, management, monitoring, repair and support, upgrade and expansion pertaining to firewall, switching, and wireless systems.

- Provide maintenance on all servers and support on all backend infrastructure systems.
- Oversee backup and recovery processes.
- Maintain the image of all workstations, deployment of applications, and maintenance of antivirus software on all district devices.
- Support and deploy district owned computers, tablets, and peripheral hardware. Facilitate repair with third party vendors.
- Ensure connectivity to various district platforms and printers including Infinite Campus, Skyward, and PAC.
- Provide VPN access to approved personnel for monitoring of maintenance software in buildings and the ability to work from home and retrieve data files.
- Provide onsite support outside of normal business hours for the following, technology at board meetings, concert and sporting event livestreams, and update email groups in Google.
- Maintain and update device and peripheral hardware inventory which includes asset tagging, replacement schedule, and warranty life cycles.
- Provide onsite (two days per week minimum) and virtual end-user tech support for all district schools and locations. This includes providing and utilizing a work order/trouble ticket system for staff members to report/request needed service and to provide analytics of support services.
- Member(s) of the Vendor's management will attend monthly meetings at the District Office or other location as requested. The goal of the meeting is to discuss open issues, brainstorm solutions, and hear any problems that need to be addressed.
- Provide training to District staff on new or upgraded hardware, peripherals, or software.
- Assist District with developing Request for Proposal (RFP) to allow vendor proposals on technology-related items. The Vendor will be the primary contact for third-party technology vendor relations.
- Ensure connectivity for District cameras and recording server and provide support with third party vendor when necessary.
- Assist with application and securing of E-rate dollars.
- Assist the District with ensuring the IT infrastructure requirements are inline with curriculum objectives.

STAFFING

The staffing positions, qualifications, and staffing levels outlined in this section are the required staffing commitment required of the Vendor at the inception of the contract and shall be the basis for the Vendor's proposal. The staffing positions and levels are based upon the District's current assessment of staffing needs and budget allowances.

The Vendor may include with their proposal proposed cost deductions if, during the course of the contract, the District and Vendor agree to a reduction in staffing levels. Deduction amounts may be listed and should be an hourly rate that would be applied to a reduction in hours.

The Vendor will provide a building technician for two days per week, 7:45 AM until 4:00 PM. To the extent possible, the scheduled days the technician will be in the district will be on a consistent basis. The technician must physically visit each school within the District at least once during the week. During these visits, the technician is expected to check in with the building principal to assess whether or not any immediate technology needs and/or issues need to be addressed. Similarly the technician is expected to check in with the District Superintendent on a weekly basis. This can occur in person, virtually, by email and/or phone call. If the technician is unable to make one of the two designated weekly days, another technician will fulfill aforementioned duties or the designated technician will coordinate with the District Superintendent to assign a day to provide services for the day missed.