

# **UNITED TOWNSHIP HIGH SCHOOL DISTRICT #30**

**- Information Technology Consultant -**

## **REQUEST FOR PROPOSAL**

**June 4, 2018**

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# Table of Contents

<b>A.</b>	<b>INTRODUCTION AND INSTRUCTIONS TO VENDORS .....</b>	<b>1</b>
	Introduction.....	1
	Background Information.....	1
	General Conditions .....	1
	Proposal Instructions and Time Frames .....	3
	Proposal Preparation.....	5
	Evaluation Criteria .....	5
<b>B.</b>	<b>CURRENT UTHS IT ENVIRONMENT.....</b>	<b>6</b>
	Architecture .....	6
	Current Environment .....	6
<b>C.</b>	<b>SCOPE OF SERVICES.....</b>	<b>6</b>
	LAN/VLAN/Wi-Fi Administration .....	6
	Cloud Software Support .....	7
	End User Support .....	7
	Software Support .....	7
	Active Directory Administration .....	7
<b>D.</b>	<b>MANAGED SERVICE PLAN .....</b>	<b>8</b>
<b>E.</b>	<b>OPERATING PLAN .....</b>	<b>8</b>
<b>F.</b>	<b>MISCELLANEOUS REQUIREMENTS.....</b>	<b>9</b>
<b>G.</b>	<b>COST PROPOSAL .....</b>	<b>9</b>

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## **A. INTRODUCTION AND INSTRUCTIONS TO VENDORS**

### **INTRODUCTION**

United Township High School District No. 30 is soliciting information technology management and support services from qualified vendors. The District is seeking a vendor who will perform day to day support for staff and students in the district and provide long term vision and planning for the district to provide a robust technology environment to meet the needs of education in the 21<sup>st</sup> Century. The successful vendor will be responsible for providing the resources necessary to provide these services at a high quality and efficient manner.

United Township High School District No. 30 invites vendors to submit proposals for information technology management and support services with the requirements, terms, and conditions of this Request for Proposal (RFP).

This RFP sets forth the requirements for all services and solicits a detailed response from vendors to include pricing and service descriptions in the specified format.

### **BACKGROUND INFORMATION**

United Township High School District #30 is a 9th-12<sup>th</sup> grade public high school district located in East Moline, Illinois. District #30 serves students from Barstow, Carbon Cliff, Colona, East Moline, Hampton, Silvis, portions of Moline and upper Rock Island County. Five elementary school districts (Carbon Cliff/Barstow, Colona, East Moline, Hampton and Silvis) and two private schools (Our Lady of Grace Catholic Academy and East Moline Christian School) send students to further their education at UTHS.

United Township High School District #30 has one main building (approximately 330,000 sq. ft.) which houses the High School, Area Career Center and Administrative Center. There are additional outlying buildings that house the Transportation Department and bus fleet (8,800 sq. ft.) and an Automotive Body Shop (4,800 sq. ft.) which operates in conjunction with the Area Career Center. The district opened an Alternative Education Center (6,320 sq. ft.) in August 2010 in a leased building located across from the main campus.

United Township High School District #30 employs more than 220 teachers, administrators and non-instructional staff and serves approximately 1,700 students. Forty-nine (49) percent of students come from economically disadvantaged households, 18 percent are Hispanic, 8 percent are Black/African American, 63 percent are White and 11 percent are Multicultural/Other.

### **GENERAL CONDITIONS**

This RFP is not an offer to contract. Form of agreement shall be a signed United Township High School District No. 30 purchase order including an accepted proposal and agreement. Board of Education approval is required prior to issuing the purchase order.

Failure to answer any question in this RFP may subject the proposal to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

**Valid Period of Offer**

The pricing, terms, and conditions stated in your response must remain valid for 90 days from the date of delivery of the proposal to our district.

**Right of Rejection**

We reserve the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified vendors at the same time, if such action is in the best interest of the district.

**Best and Final Offer**

We reserve the right to request a best and final offer.

**Cost of Proposals**

Expenses incurred in the preparation of proposals in response to this RFP are the vendor's sole responsibility.

**All Inclusive**

The proposal is to include all services outlined herein.

**Taxes**

United Township High School District No. 30 is exempt from Illinois Sales Tax. Necessary tax exemption certificates as applicable to public schools will be furnished upon request.

**Insurance**

All insurances and any other necessary costs shall be included in the proposal.

**Illinois Human Rights Act**

All vendors and contractors must comply with the public contract provisions under the Illinois Human Rights Act, including the sexual harassment provisions. This bill amends the Illinois Human Rights Act to require every party to a public contract and every proposer to a public contract to have a written sexual harassment policy, post a notice of the policy, and provide training on sexual harassment prevention as a part of a new employee training program. The policy must, at a minimum, include the illegality of sexual harassment, the definition of sexual harassment under State law, a description of sexual harassment utilizing examples, the vendor's internal complaint process, including penalties, the legal recourse, investigative and complaint process available through the Department of Human Rights, directions on how to contact the Department, and protection against retaliation.

### **Compliance with Regulations**

Fair, equitable and ethical practices are expected to be followed. All vendors have responsibility for reviewing the scope of work to determine their compliance with all appropriate codes, laws, including, but not limited to, the following:

- 1) Illinois Administrative Code
- 2) Occupational Safety & Health Act

### **Nondiscrimination Practices**

United Township High School District No. 30 does not discriminate against employees, students or the general public in its programs or practices, including vocational education opportunities, on the basis of race, color, religion, gender, disability, age, marital status, citizenship status, military status, unfavorable discharge from the military services, national origin or ancestry in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, any individual who is in the need of assistance or reasonable accommodations to be able to participate in a school district-related activity, including the employment application or interview process, should contact the Superintendent at the District administrative offices. Any individual who wishes to file a complaint of unlawful discrimination should contact the Superintendent at the District administrative offices, 1275 Avenue of the Cities, East Moline, Illinois 61244.

### **PROPOSAL INSTRUCTIONS AND TIME FRAMES**

This section contains instructions governing the proposal to be submitted.

#### **Proposal Delivery**

Proposals must be submitted and clearly marked "IT Consultant Proposal" in the lower left-hand corner. Oral, telephone, faxed or electronically submitted documents will not be accepted. Late proposals will be returned unopened. Deliver (7) seven copies of your proposal to the address below not later than 1:30 p.m. (local time) on June 26, 2018. An electronic copy on USB flash drive must also be included with the hard copies of the proposals.

**Tracy DeClerck**  
**Comptroller**  
**United Township High School District No. 30**  
**1275 Avenue of the Cities**  
**East Moline, IL 61244**

#### **Questions and Review**

The UTHS contact for this project is:

**Tracy DeClerck**  
**Comptroller**  
**United Township High School District No. 30**  
**1275 Avenue of the Cities**  
**East Moline, IL 61244**  
**(309) 752-1622**  
**tdeclerck@uths.net**

**Oral Presentation**

As part of the evaluation process, we may require an oral presentation by the vendor.

**Vendor Selection**

The Board of Education will approve the successful contractor at its meeting on July 23, 2018. Notification will be made on Tuesday, July 24, 2018, and a purchase order authorizing commencement of services will be issued.

**Schedule of Events**

<b>Dates</b>	<b>Activity</b>
<b>June 4, 2018</b>	RFP distribution
<b>June 26, 2018</b>	Proposals due
<b>July 9 &amp; 16, 2018</b>	Optional Oral Presentations
<b>July 23, 2018</b>	Board of Education Approval

## PROPOSAL PREPARATION

This section provides specific instructions on preparing your proposal.

### General Preparation

- Complete proposal form with proposal cost and required certifications and signatures.
- Prepare responses as outlined below. Provide succinct responses. Extraneous/superfluous information will be detrimental to the proposal.
- Provide seven (7) copies to United Township High School District No. 30.

### Required Proposal Outline

The following chart details the required proposal outline and specifies the content of the proposal sections.

Required Proposal Outline		
Section Number	Section Title	Section Content
1	Corporate Profile	Responses to Sections A-C of RFP
2	Managed Service Plan	Responses to Section D of RFP
3	Operating Plan	Responses to Section E of RFP
4	Costs	Responses to Section G of RFP

#### Section I – Corporate Profile

Company History  
Organizational Structure  
References

References must include client's name, address, contact, contact's phone number and e-mail address, and a description of the services provided.

#### Section II – Managed Service Plan

#### Section III – Operating Plan

#### Section IV – Form of Agreement for Services including proposed Costs.

### Evaluation Criteria

Factors used to evaluate proposals and their weighting is listed below in descending order of importance:

Cost	<b>30%</b>
Vendor has local resources available to provide service	<b>30%</b>
Experience/qualifications in educational technology consulting	<b>25%</b>
Ability to onboard quickly and effectively	<b>15%</b>
	<b>100%</b>

## B. CURRENT UTHS IT ENVIRONMENT

### Architecture

Vendor acknowledges and agrees that they have an understanding of the UTHS IT environment and shall demonstrate this knowledge in their proposal; the vendor shall be responsible for maintaining/upgrading as well as improving the operational status of the UTHS IT Architecture.

### Current Environment

<b>UTHS IT Profile Approximation</b>	<b>Number</b>
Total number of buildings	4
Total number of students	1,700
Total number of employees	220
Total number of classrooms	94
Total number of desktop computers	652
Total number of laptop computers	147
Total number of chrome books	750
Total number of XEN servers	3
Total number of virtual servers	20
Total number of Aerohive WAPs	95
Total number of data closets	15
Total number of switches	67
Total number of network printers	36
Total number of network users	1,920
Average monthly Helpdesk service tickets	153

## C. SCOPE OF SERVICES

### LAN/VLAN/Wi-Fi Administration Scope of Services

- A. Maintain district cyber security policies, including but not limited to:
  - a. CIPA Filter
  - b. Group Assignments
  - c. Wi-Fi Password Updates & SSID Policies
  - d. AD Password Policy
- B. Monitor data backups and restore points, including disaster recovery services.
- C. Operate, maintain, update, and monitor all physical and virtual servers.
- D. Update firmware on switches, WAPs, and other network devices on a routine schedule.
- E. Develop computer imaging solution for new machines.
- F. Maintain Aerohive wireless access infrastructure.
- G. Submit requisitions to fix or replace broken equipment.
- H. Technical consultant services for IT projects to be funded by E-Rate.



- a. Requirement analysis
- b. Ensuring technical feasibility and compatibility
- c. Definition of development/deployment approach
- d. Identifying associated cost
- I. Server Management including but not limited to Citrix, HP, Truenas Z20
- J. Long term planning, visioning and budgeting for infrastructure and classroom technology.

### **Cloud Software Support Scope of Services**

- A. Administration and maintenance of G-Suite.
- B. Training and support of Google Classroom for staff members.

### **End User Support Scope of Services**

- A. Provide help ticket/help call system and prioritize appropriately according to instructional needs and/or district operations.
- B. Perform hardware repair and replacement for personal computing devices. Phones and projectors are specifically excluded from this list.
- C. Operating system upgrades/maintenance
- D. Deployment of software on workstations (physical and/or remote management)
- E. Reimaging, if applicable
- F. Software configuration
- G. System configuration, if applicable
- H. General support of instructional software.
- I. Other miscellaneous support as required.

### **Software Support Scope of Services**

- A. Develop and maintain district approved software applications, including but not limited to:
  - a. Microsoft Office Suite
  - b. Read 180 and System 44 Software
  - c. Smart Notebook Advantage
  - d. Autodesk Applications
  - e. Career Cruising
  - f. PLTW Bio-Medical Software
  - g. Adobe Suite CS6
  - h. Edmentum Plato Credit Recovery
  - i. Unify/Performance Matters Software
  - j. Frontline AESOP & Applitrack Software
- B. Perform regular software updates at times convenient to end-user.
- C. Investigate and recommend changes in software where appropriate.

### **Active Directory Administration Scope of Services**

- A. Enroll new employees and students in proper group policies.
- B. Batch upload new class of students annually.
- C. Remove former employees upon separation of employment.

- D. Annually remove graduating class.

### **D. MANAGED SERVICE PLAN**

Respondents shall describe the managed service approach and method(s) it plans to use to provide the services and support listed Section C of this RFP. Upon selection and award, the Management Service Plan will become the respondent's master plan to fulfill the agreement. It will incorporate other plans required by this RFP. The Managed Service Plan must be as complete as possible at the time of submission. It shall:

- A. Describe the proposed organization(s) and management structure, graphically and by narrative, responsible of fulfilling the agreement. This section must address the reporting structure from the corporate level to the workers on site at UTHS.
- B. Describe the methodologies, processes, and procedures the proposed organization(s) will follow to provide the required support for:
  - a. Help Desk
  - b. Backup, disaster recovery, and security
  - c. Onsite support
- C. Describe the methodologies, processes and procedures to be undertaken to adjust levels of operation should the scope of UTHS' IT Architecture change significantly.
- D. Define the deliverable review process (e.g. Monthly Report; Status and Performance Reports) and describe how communication and review will be conducted between all parties.
- E. Describe the methodology for developing and maintaining a schedule for software & security updates, Help Desk, and onsite services.
- F. Describe the approach to identifying potential problem areas and providing recommended solutions to those problem areas.

The initial management plan included in the response to this RFP shall be considered a draft. Upon selection and negotiation, the successful vendor will then meet with the district to finalize the Managed Service Plan for incorporation into the agreement.

### **E. OPERATING PLAN**

In addition to the Managed Services Plan, respondents shall include an Operating Plan to exhibit the ability to meet the requirements of the Managed Services Plan. The operating plan shall include a Personnel Profile Summary. Key personnel must be available immediately at the commencement of the agreement for services. Key onsite personnel shall not be replaced and/or reassigned without UTHS Administration review and approval. The respondent shall identify in their proposal if the proposed key personnel is a current employee, a subcontractor, or a potential new hire. The plan shall contain the following information:

- A. A transition plan which includes activities and resources needed during the first two months of the agreement.
- B. A Personnel Profile Summary, clearly defining skill sets, years of experience and customer work references, along with a resume for each team member proposed and the schedule personnel will be located on site at UTHS.

- C. A contingency plan that shows the ability to add more staff if needed to meet the Managed Services Plan.
- D. A statement regarding the process of providing qualified replacement personnel.
- E. A statement of the respondents Professional Development Strategy for its staff and its staff's ability to remain at the leading edge of IT support services relative to the K-12 education industry. The respondent will be responsible for the ongoing training costs of its staff.
- F. A statement of ability to operate and meet all requirements within this RFP.

## **F. MISCELLANEOUS REQUIREMENTS**

The respondent shall provide support, as required, for after normal working hours at no additional cost to UTHS for critical events. Examples of this support include, but are not limited to:

- A. Network Outages
- B. Disaster Recovery
- C. Testing
- D. Payroll Processing
- E. Software Upgrades
- F. End-Of-Year Processing

In the event of unforeseen circumstances identified by UTHS, the respondent shall provide UTHS, in writing, a formal plan when tasks require working after normal business hours.

The respondent shall ensure the security of UTHS confidential and proprietary data through the administration of user accounts and passwords, allowing varying levels of access as directed by UTHS. The respondent shall also protect UTHS data and the network and architecture from external violations through the maintenance of a secure firewall at the UTHS connection to the Internet.

## **G. COST PROPOSAL**

Vendors shall indicate the costs for their services as a Lump Sum Fee for one year of services, billed on monthly basis. Standard billable rates must also be included for reference.