



Three Rivers Local School District
513-941-6400
401 N. Miami Avenue
Cleves, OH 45002
<http://www.threeriversschools.org>

Request for Proposal

FOR

Three Rivers Local School District

To Provide Leadership and Management of IT Resources

PROPOSAL DUE DATE:

January 31, 2018



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1. Three Rivers Local School District's Request for Proposal

1.1 RFP Overview

This Request for Proposal (RFP): documents Three Rivers Local School District's (also referred to as TRLSD) requirements for IT Support and Services.

This Request for Proposal (RFP) is intended to allow the Three Rivers Local School District a basis for evaluating and selecting the proposal best suited to the district's needs. The acceptance of a proposal does not obligate Three Rivers Local School District to purchase IT Support Services from any vendor. Three Rivers Local School District reserves the right to reject any or all proposals and not make a decision. All costs for proposal preparation are the responsibility of the vendor. After receipt of the proposal, and prior to signing the contract, Three Rivers Local School District reserves the right to modify the services to be received by adding or deleting services.

Three Rivers Local School District is looking for a turnkey solution IT Service and Support. Any vendor's solution to this RFP must meet or exceed Three Rivers Local School District's requirements.

1.2 Customer Contacts and Contract Requirements

All questions about the Request for Proposal or Three Rivers Local School District's system requirements must be submitted in writing (via email) to:

Contact Name: Jeff Langdon
E-mail address: jangdon@trlsd.org
Address: 401 N. Miami Ave Cleves, Ohio 45002

Jeff Langdon and selected staff members will meet with vendors and walk the building on the following date: **January 10th, 9 AM to 11 AM and January 10th, 1 PM to 3 PM**

**Vendors will be permitted to take a guided tour of the building and at the conclusion of the tour vendors will be permitted to ask questions of Jeff Langdon and the selected staff.



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1.3 Proposal Filing Date

All proposals must be received by 2 PM local time on Wednesday, January 31, 2018. Proposals received after this time will not be accepted. Proposals may be submitted to:

Three Rivers Local School District
C/O Jeff Langdon
401 N. Miami Ave
Cleves, OH 45002

1.4 Selection Criteria

The school district will evaluate the responses to the RFP to select the most responsible proposal, based on the district's assessment. While price will be one of the criteria, the following list, as well as other factors, will also be considered:

- Financial stability of vendor's organization
- Vendor's ability to perform and maintain the proposed work
- Reference accounts
- Willingness to be flexible and innovative
- Experience in the K-12 education arena

1.5 Overview of the District

1.5.a Building and Population

Three Rivers Local School District is located in Cleves, Ohio and is an Ohio Public School District with approximately 2,200 students in grades PK-12 and approximately 300 employees. We have one PK – 12 school building. The district also has a maintenance building, transportation building, standalone wrestling room for practice only and a district office.

1.5.b Infrastructure

The district plans to install a new wireless system prior to the 2018/2019 school year.



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1.5.c End User Devices

The district has a number of computers (laptops and Chromebooks), tablets, printers, document cameras, projectors, and interactive whiteboards.

End User Devices

Device	Quantity
Chromebooks	2,547
Desktops	317
Laptops	253
iPads	268
Totals	3,385

1.6 Services Requested

1.6.a Introduction and Staffing

The district seeks a technology management solution that will provide stable and reliable IT services to students and staff. The vendor is responsible for providing the staff necessary to provide these services at a high level of quality in a very timely manner. Vendor needs to delineate the qualifications of the staff they will assign to the Three Rivers Local School District. The vendor will also need to indicate the daily staffing level they will have on site in the Three Rivers Local School District knowing that there will be times when they need to bring in additional staff to meet seasonal peak demand times.

The vendor needs to address the following topics in their proposal.

- How they will monitor / manage the Districts 1 :1 program, rollout, incidents
- IT Leadership that provides strategic visioning and planning;
- Five-year financial plan that will allow the district to effectively budget IT expenses;
- Project and account management to assure that a high quality IT environment for student learning is in place



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- Monthly and or quarterly performance management reports (i.e. # of repair requests made and time required to make the repair with report sorted by building and type of request)
- Monthly report of server back-ups
- Troubleshooting and solving technology issues as they arise and communicating with district and building level administration through the entire issue resolution process;
- Disaster Recovery and Back-up plans;



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1.6.b Networking and Infrastructure

The Vendor needs to have the technical expertise to use and maintain the following equipment:

- A. Servers: Provider is responsible for all software, tools and costs associated for monitoring all servers.
- B. Network Server Refresh: Vendor must design and (upon approval) implement a network server refresh plan that includes all costs of acquisition, shipment, tracking, and implementation Enterprise Level servers. Plan must be written annually and in a manner that satisfies guaranteed server uptime.
- C. Network related application software and licensing as needed.
- D. Provide engineering services as needed.
- E. Vendor will maintain Uninterruptable Power Supply Units.
- F. Vendor will provide a backup process that meets industry standards.
- G. Administration and management of the complete virus protection system.
- H. Provide and maintain Active Directory Sync with Google Apps for Education
- I. Coordinate Maintenance of Wireless Network with HCC.
- J. Provide written documentation of the network including a written day to day procedure manual.
- K. Provide remote server administration and management.
- L. Maintain the network.

1.6.c Software

- A. Software: Vendor must provide all associated labor resources and tools to deploy and maintain district software applications across multiple platforms including but not limited to servers, desktop computers, laptop computers, Ipads and tablets.
- B. Imaging Tools: Vendor must provide labor and tools to design and deploy images across multiple hardware platforms of end user devices.
- C. Load software via server or direct load.
- D. Maintain an inventory of all software licenses.
- E. Assist the district in remaining compliant with all software licensing laws. The Vendor will provide associated processes and/or tools for maintaining compliance.

1.6.d End User Devices

- A. Maintain existing and newly purchased computers.
- B. Vendor will coordinate the collection, shipping, and return of damaged Chromebooks to district approved service repair facility.



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- C. Maintain existing and newly purchased iPads. Vendor will coordinate the collection, shipping, and return of damaged iPads/Tablets to district approved service repair facility.
- D. Dispose of computers that are taken out of service and deemed to have completed their useful life following District Asset Management procedures.
- E. Vendor must provide procurement, shipment, and tracking for service parts and supplies on warranted equipment.
- F. Maintaining print drivers on computing devices and servers as appropriate.
- G. Vendor needs to provide a Print Management strategy for all computing devices.
- H. Troubleshoot computing device issues.
- I. Maintain and upgrade computing devices as directed.
- J. Lead the investigation of software and hardware solutions.

1.6.e Asset Refresh & Planning

- A. Maintain an inventory of all hardware and provide recommendations for refresh cycle.
- B. Provide recommendations on annual technology needs and provide specifications so district can purchase in a timely manner.
- C. The vendor is expected to work with the district on annual hardware needs and will provide the specifications for hardware purchases. Hardware purchases will be made by the school district separate from this contract.

1.6.f Audio / Visual

The vendor will be the initial point of contact on the following items and will make repair to these items with the cost of parts being covered by the district:

- A. Interactive Whiteboards
- B. Document Cameras
- C. Projectors
- D. TV's, DVD's & VCR's
- E. Apple TV and / or Chromecast Devices
- F. PA / Intercom System
- G. Video Surveillance Cameras
- H. V-brick System
- I. Key-card system for locking and unlocking doors
- J. Key-card system for tracking bus riders
- K. Key-card system for tracking lunch accounts for students / staff
- L. Key-card system for checking out books from the media center / staff



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- M. Key-card system to access copy machines
- N. Cafeteria cash registers

1.6.g Third Party Coordination

The vendor will be the initial point of contact on the following items and will facilitate the repair with the appropriate third party vendor:

- A. Software
- B. Phones
- C. Fax Machines
- D. Security (i.e. Door Locks, cameras, keypads, ID cards)
- E. PA Systems / Intercom System
- F. Sound Systems
- G. Stage Lighting
- H. Video Surveillance Cameras
- I. V-Brick System
- J. Support for District programs, platforms, and licensing including, but not limited to:
 - a. Naviance
 - b. MAP/NWEA
 - c. Compass
 - d. DIBELS
 - e. Pearson
 - f. McGraw-Hill
 - g. BrainPOP
 - h. IXL
 - i. Gizmos
 - j. Google Classroom and all Google apps
 - k. DataMAP

*we would like to have a system in place for new students to be automatically loaded within these programs when they enroll. Currently our teachers have to request to have students entered into these programs.



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1.6.h Universal Help

Desk and Coordination of Service Requests

Vendor will provide a universal help desk consisting of an online ticketing system to address needed repairs. The help desk will be staffed with a minimum of one employee beginning at 7:30 AM and ending at 4:00 PM during each weekday of operation.

The help desk is responsible for assistance of all issues in the district and making sure the issues are routed to the appropriate party. Issues may include computer hardware, software and peripheral technology items, HVAC, SmartBoards, Projectors, Printers, etc. For items not covered in the aforementioned services, the vendor will forward the repair request to the appropriate TRLSLSD department.

The help desk will monitor and conduct oversight on facility related issues.

The vendor must have the necessary skills such as Project Management certified employees assigned to implement the help desk. The vendor will be responsible for the design, documentation, and training associated with the help desk.

**The vendor will oversee EdTech students.

Assistance includes the following:

- Remotely fix issues when possible;
- Provide guidance to users that are having difficulty using hardware or software;
- Should the problem be unresolved the help desk should provide guidance in how to issue a ticket for repair;

Vendor will provide a ticketing system that tracks technology related issues as well as issues pertaining to the district's maintenance department. The ticketing system will clearly communicate to the end user the status of their repair request.



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2. Terms and Conditions

Instructions to Companies Making a Proposal

2.1 Written proposals for providing IT Support Services to Three Rivers Local School District will be accepted at Three Rivers Local School District, 401 N. Miami Ave Cleves, Ohio, 2:00 pm, local time, on Wednesday, January 31, 2018 in a sealed envelope and marked indicating a proposal for IT Support Services. **It is very important to clearly itemize the cost for year 1, year 2 and year 3 of the contract.**

2.2 The School District reserves the right to accept or reject any or all proposal or parts thereof. In awarding the contract, the school district reserves the right to consider all elements entering into the question of determining the responsibility of the proposing company including, but not limited to, quality, recommendations, ability to provide the services and cost. The past performance to the Three Rivers Local School District and other educational entities regarding installation, services training and other professional services will be a basis of award along with cost. The school district may waive defects in the form of the proposal when no prejudice will result to the rights of any proposal or the public.

2.3 The school district retains the prerogative of including all conditions and specifications of this request for proposal in the contract with the successful proposal as set forth in other sections of this set of documents.

2.4 All conditions of insurance, service and safety are applicable to each company submitting a proposal.

2.5 Each Company shall submit, with their proposal their complete name, whether they are an individual, partnership, or corporation, their principal office, their official representative; if a corporation, when incorporated and in what State; if a partnership, date, or organization and name and address of principal partners; the number of years of experience in supplying and installing requested services and equipment.

2.6 Each company shall submit a list of current customers and references.

2.7 Federal and state taxes for which a board of education is exempt should not be included.



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2.8 All prices quoted in the proposal form MUST hold firm until July 1, 2018 and throughout the life of the contract.

2.9 Acceptance of this contract/agreement of authorization is evidence of your intent to comply with Title VI- VII of the 1964 Civil Rights Act and Section 504 of the Rehabilitation Act which prohibits discrimination because of Race, Color, National Origin, Handicap, (Age, Sex and/or Religion, where applicable) in any discrimination is a bona fide, documented business necessity.

2.10 The vendor responding to this RFP shall indemnify and save harmless the Three Rivers Local School District Board of Education and its officers and agents from all claims, demands, payments, suits, actions, recoveries and judgments of every description, whether or not well founded in law, brought or recovered against them, by reason of any act or omission of said maker of this proposal, his agents, or employees in the execution of any contract resulting from this proposal.

2.11 The competency and responsibility of the vendors will be considered in determining the lowest most responsible proposal.

2.12 Should a vendor find discrepancies in, or omissions from the specifications document, or should there be doubt as to their meaning, said vendor should at once notify Jeff Langdon, (using e-mail), who will, if needed, issue a written clarification.

2.13 Three Rivers Local School District is a smoke and drug free campus.

2.14 Duration of contract: The initial contract offered by TRLSD will be for a 3 year period based upon the contract terms that are completed with the successful vendor, should the Board of Education decide to accept one of the proposals. The beginning date of the contract will be July 1, 2018.

2.15 A BCI and FBI background check is required of all vendors working in school buildings when children are present. The cost for the background checks will be paid for by the vendor.

2.16 The District is seeking two separate proposals from each vendor who chooses to respond to the RFP. The two separate proposal requirements are listed below:



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Proposal #1 – The District is in need of technician(s) (break / fix) employee(s) to assist with day to day technology issues. Proposal #1 is for technical services only.

Proposal #2 – The District is in need of technicians (break / fix) employee(s) to assist with day to day technology issues. The District is also in need of a technology instructional specialist to work with teachers and administrators to help improve learning for the students of Three Rivers. The instructional specialist is required to be a Google innovator.