Request for Proposal
Computer
Maintenance and
Support

Computer Maintenance Support

July 19, 2014

Celerity Schools Louisiana Inc. is seeking an IT consulting firm to manage Support for Computing Systems beginning in July 2014-June 2015. We need proactive maintenance of our systems to avoid problems that would otherwise interfere with day-to-day operations.   All end user problems should be addressed promptly and the systems should be monitored continuously to ensure rapid response to emerging issues. Additionally the consulting firm would manage interactions with internet service providers as well as other third party application developers in order to maintain all of our services. We also seek services in making recommendations to continue our growth of technology without disrupting speeds and performance across the district.

Submission/Quantity

Proposal shall be submitted to:
> Miguel Portillo
> CFO/Director of Operations

Bid Submission by email: mportillo@celerityschools.org

In the event proposals can't be emailed, please mail the hard copies to:

Celerity Schools Louisiana Inc.
C/O Miguel Portillo
2069 W. Slauson Ave.
Los Angeles, CA 90047

Deadline for submissions: 7/25/2014

Bids: Bids must be submitted individually "one" bid per school/location.

Quantity:
> 2 hard copies
> One pdf file to mportillo@celerityschools.org

Project Description

We are seeking a cost effective way to manage our End User Devices, Desktops, Laptops, Printers, Projectors, Tablets, Cell Phones and growth from an infrastructure standpoint so that district employees can continue to focus on classroom instruction and bringing technology to the hands of students.

Celerity Schools Louisiana Inc. Environment:

- 4 Schools with 1 Corporate Office
    - **Celerity Lanier Charter School**: grades K-5 approximately 376 students/ 376 Laptops
    - **Celerity Crestworth Charter School**: grades K-8 approximately 157 students/ 157 Laptops
    Celerity Woodmere Charter School: grades K-5 approximately 156 students/ 156 Laptops
    Celerity Dalton Charter School: grades K-5 approximately 315 students/ 315 Laptops
    - Windows updates and patch management; Asset inventory
    - Proactive server management and anti-virus protection
    - Proactive computer optimization and anti-virus protection
    - Managed server backup - local backup device
    - Some of our business critical applications:
        - PowerSchool
        - Websence Webfiltering
        - Websense Email Support
        - Pearson
        - Website (Hosted In House

Requirements:

- User Accounts Management and Maintenance
    - Perform preventative maintenance.
    - Deployment of approved Microsoft patches- tested completely by IT consulting firm.
    - Upgrades to the operating system and server applications.
    - Notifications of service issues discovered through monitoring and the resolution.
    - Maintenance of anti-virus software and virus signature profile.
    - Regular disk defragmentation and cleaning of temporary operating system files.
    - Password resets for the supported users, server applications and services.
    - Remote server management is completed during pre-approved maintenance windows.

- File Directory and Print Services
    - Monitor data storage thresholds and establish user directories for file management.
    - Establish network printers on the network and provide user access to these printers.

- Remote Support Center (Help Desk)
    - A service ticket system is used to track and document each service level incident.
    - Included during standard hours, Mon - Fri 7 a.m. to 7 p.m. Central Time, excluding public holidays
    - Remote support by phone and secure remote management sessions will be provided for all support needs related to the operating system, Internet connectivity, email access and the correct installation and functioning of applications.

- On-Site Support
    - We prefer to have one assigned to our district, not a variety of people
    - Check equipment, problem solving with district tech staff, future planning
    - During regular hours: 7:00 am – 7:00 pm
    - Dispatch a Systems Engineer for incidents not able to be resolved remotely.

- Support Response
We expect reactive services in accordance with your problem prioritization, management and escalation processes. We expect that documentation is used to track each service level incident. We should have

access to all documentation.

The following categories are used:

- o Critical: A critical classification means that the incident has a severe overall business impact such as revenue generating web servers, network, email server, or hardware failure An engineer will begin working on these incidents within two hours and will continue until it is resolved.
- o High: A High Priority classification means that the incident has a moderate business impact or high individual impact such as email application not working or personal computer failure. An engineer will begin working on the incident within four hours and continue until the incident isresolved.
    - o Medium: A Medium Priority Classification means that the incident has a low business impact or moderate individual impact such as printing issues or application instability. An engineer will begin working on the incident within eight hours and will schedule a time to resolve the problem at the soonest possible date.
    - o Low: A Low Priority Classification means that the incident has a low business or individual impact such as minor printer problems, new user creation or any activity that can be scheduled for the most convenient time without creating user hardship. An engineer will begin working on the incident in a commercially reasonable time.

Qualifications
- The firm must have existing clients and at least 3 years of experience or responsible managing employee must have 3 years of experience.
- The firm must provide the names, titles, addresses, and phone numbers references for whom the firm has performed IT services within the last two years similar in scope as those required by Celerity Schools Louisiana Inc.

Proposal Format
In order to simplify the review process and obtain the maximum degree of comparison, proposals should be organized in the manner stated below:

A. Title Page

Show the RFP subject, the name of the firm, local address, name and telephone number of contact person, and date of the proposal.

B. Table of Contents

Include a clear identification of the material by section and by page number.

C. Letter of Transmittal

Briefly state your understanding of the work to be done and make a positive commitment to perform work.

State the all-inclusive annual fee for the fiscal year for which work will be done. Please include proposals for a 1 year term per location, stating annual fee.

State names of persons who will be authorized to make representations for the firm, their titles, addresses, and telephone numbers.

Include a signature by an authorized Director or officer of firm.

D. Profile of the Firm

Provide an overview of your firm, size, location and experience of the firm.

E. Summary of Firm's Qualifications

Identify the personnel who would be working with Celerity Schools Louisiana Inc. and their job titles.

Describe the firm's staffing approach to provide quality service and continuity of personnel.

Provide a list of schools that are similar in scope for which the firm has provided similar service. Please provide a list of clients who may be contacted for references.

F. Services to be Provided

Express agreement to meet the requirements as stated in the "Project Description" section of these guidelines.

G. Additional Information

Since information not specifically requested must not be included in the foregoing proposal sections, give any additional information considered essential to the proposal in this section. If there is no additional information to present, state in this section, "There is no additional information we wish to present".

Evaluation of Proposals

The proposals will be reviewed and evaluated by the CFO and the Director of Operations. The top candidates may be invited to participate in oral interviews.

The Celerity Schools Louisiana Inc. Board reserves the right to select an IT consulting firm on the basis of written information provided and/or interview.

F. Project Description

Scope 1.0 (Low Level Support Computing Systems)

1.1 **Initial Setup** – Installation and configuration. This service includes setup of printers, scanners, Internet connectivity accounts, e-mail setup, laptop / desktop configuration and general commercial applications.

1.2 **General Maintenance and Repair** – Routine hardware checks, software updates, OS updates and file-structure related services.

1.3 **Hardware & Software Installation** – On-site installation of hardware and application software. This service includes RAM upgrades, hard-drives, add-in cards and peripherals. Some specialty hardware and industry specific software may require custom pricing. This potential billing scenario will be discussed in advance on a case-by-case basis.

1.4 **Hardware & Software Troubleshooting** – Isolate the cause of the problem(s) in the computing environment. Note: In some rare situations (such as hardware failure or incompatible hardware or software), issues may not be resolvable. The Client is still responsible for any time-related fee. This potential billing scenario will be discussed in advance on a case-by-case basis.

1.5 **Needs Assessment** – Custom support regarding hardware or software purchases to accomplish specific tasks or business goals.

1.6 **Systems Integration** – Installation of hardware into an existing computing environment. Services include setup of any necessary software or hardware.

1.7 **Computer Security** – Installation of hardware and/or software to provide reasonable security and virus protection. Note: network security and virus protection services are provided on a best-effort basis and are not guaranteed to prevent network intrusions or virus attacks.

1.8 **Data Backup & Data Recovery** – Develop and implement a backup strategy. Note: In some situations (such as complete hardware failure, media failure or total data corruption) data may not be recoverable. Provider does not provide data recovery services, but can make arrangements for such services on behalf of Client if necessary.

1.9 **System Reimage** – Once every year Systems Will be reimaged and refreshed to Initial State across all sites. This Service is performed only on " Student Laptops " and in some cases for individual staff level computers and laptops

1.10 **Rapid-Response Service** – General on-site services are usually delivered within a 1 business day timeframe. Regular response service using remote assistance tools are usually delivered within a 1- to 4-hour timeframe. Rapid-response service is delivered within a 1- to 2-hour timeframe, as available. Additional fees may be billed for rapid-response services. Specific details are discussed at time of service request.

1.11 **24-Hour Emergency Service** – After-hours onsite service is from 5pm to 8am, Monday through Sunday, and is delivered within a 1- to 3-hour timeframe. Additional fees may be billed for 24-Hour Emergency Services. Specific details are discussed at time of service request. (this section applies to network and overall system uptime but may also extend to

individuals who require after hours support time of service request.