

**Request for
Proposal**
Technology
Services
Maintenance and
Support

Maintenance and Support

July 19, 2014

Celerity Educational Group is seeking an IT consulting firm to manage Maintenance of our Network 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 Educational Group
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 Network Hardware, Network Security, Servers 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 Educational Group Environment:

- 9 Schools, 12 sites, and 1 Corporate Office
 - **Celerity Nascent Charter School:** grades K-8 approximately 570 students/570Laptops
 - **Celerity Dyad Charter School:** grades K-8 approximately 676 students/ 676 Laptops
 - **Celerity Troika Charter School grades** K-8 approximately 575 students/575Laptops
 - **Celerity Octavia Charter School grades** K-8 approximately 490 students/490Laptops
 - **Celerity Cardinal Charter School grades** K-5approximately 340 students/340Laptops
 - **Celerity Palmati Charter School grades** K-8 approximately 450 students/450Laptops
 - **Celerity Sirius Charter School grades** K-8 approximately 510 students/510 Laptops
 - **Celerity Exa Charter School grades** K-5 approximately 336 students/336 Laptops

45 Server owned by the schools but managed completely by IT consulting firm

- Windows updates and patch management; Asset inventory
- Proactive server management and anti-virus protection
- Remote 24 x 7 server monitoring, alert remediation
- Proactive computer optimization and anti-virus protection
- Managed server backup - local backup device
- Some of our business critical applications:
 - PowerSchool
 - Websence Webfiltering
 - Pearson
 - Website (hosted offsite)

Requirements:

- Server Monitoring
 - 24/7 remote monitoring of connectivity, key Windows services and key event logs.
 - Monitor key functions and establish performance thresholds, including disk space, CPU utilization, and memory utilization.
 - Respond to all alerts and outages to provide for expedited resolution of these server issues.
 - Maintain the directory structure and perform optimization on network storage devices and drives.
- Server Management and Maintenance
 - Perform preventative maintenance.
 - Deployment of approved Microsoft patches
 - Upgrades to the Server OS and Server Applications.
 - Notifications of service issues discovered through monitoring and the resolution.
 - Maintenance of anti-virus software and virus signature profile.
 - Password resets for the supported servers, server applications and services.
 - Remote server management is completed during pre-approved maintenance windows.

- Network Devices
 - Monitor Firewalls, Routers, Switches, Wireless, Spam/Content filtering servers and Services other network devices.
 - Manage and remediate any issues or problems related to covered network devices, including internally managed network switches, firewalls and routers.
 - Maintain firewall, filtering and security services. Maintain the configuration and updates of the firewall and filters to secure the network according to manufacturer's specifications.
 - Filtering of suspected spam and viruses
 - Web portal for Avoca's review of filtered and quarantined items

- 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) 250 Users
 - 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
 - Scheduled Monthly On-Site Visits from a Systems Engineer
 - 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 – 6:00 pm
 - After hours- for emergency issues: network down, or other issues that prevent our overall operations.
 - 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:

- 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.
- 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 is

resolved.

- 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 the 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 Educational Group.

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 Educational Group 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 Educational Group Board reserve the right to select an IT consulting firm on the basis of written information provided and/or interview.

F. Project Description

Scope 2.0 (Maintenance Support Network Systems)

2.0 Transitioning Existing Network Infrastructure – ANALYZE CURRENT NETWORK SYSTEM DESIGN AND ANALYZE SERVER / NETWORK HARDWARE FOR FAULTS / WARRANTY

2.0A Core System and Network Hardware

- 1A. SWITCH(S) – DETERMINE FUNCTIONALITY OF NETWORK EQUIPMENT
- 1B. FIREWALLS, SWITCHES, ROUTERS - OBTAIN PASSWORDS AND PERMISSIONS TO ALL NETWORK HARDWARE
- 1C. OBTAIN ADMINISTRATIVE PRIVILEGES TO ALL AD SERVERS / STANDALONE SERVERS
- 1D. OBTAIN ADMINISTRATIVE PRIVILEGES TO PHONE SYSTEMS AND VOIP EQUIPMENT
- 1E. ANALYZE CURRENT CABLING INFRASTRUCTURE FOR FAULTS AND BAD CABLE TERMINATIONS

2.1 Initial Setup – NETWORK SYSTEM DESIGN BASED ON CLIENT REQUIREMENTS, INSTALLATION AND CONFIGURATION.

2.1a Network Hardware

- SWITCH(S) – INSTALLATION CONFIGURATION MAY VARY UPON CLIENT REQUIREMENTS
- ROUTER(S) - INSTALLATION CONFIGURATION MAY VARY UPON CLIENT REQUIREMENTS
- FIREWALL(S) - INSTALLATION CONFIGURATION MAY VARY UPON CLIENT REQUIREMENTS

2.1b Servers and Services

- ACTIVE DIRECTORY SERVICES – INITIAL INSTALLATION CONFIGURATION USER ACCOUNTS INITIAL CONFIGURATION AND ACCESS RESTRICTIONS BASED ON CLIENT(S) REQUIREMENTS
- DNS SERVICES - INITIAL INSTALLATION CONFIGURATION
- DHCP SERVICES - INITIAL INSTALLATION CONFIGURATION
- WEB SERVER SERVICES - INITIAL INSTALLATION CONFIGURATION
- EXCHANGE EMAIL SERVICES - INITIAL INSTALLATION CONFIGURATION.
- EMAIL ACCOUNTS – INITIAL CONFIGURATION OF USER / GROUP MAILBOXES AND MAINTENANCE / ACCOUNT MANAGEMENT

2.1c WIRELESS EQUIPMENT WAPS, WIRELESS CONTROLLERS – INITIAL INSTALLATION AND CONFIGURATION

2.2 Server Room Hardware - INSTALLATION OF SERVER RACKS AND SECONDARY SWITCH MANAGEMENT HARDWARE ALSO KNOWN AS MDF / IDF'S (Main Distribution Frame / Intermediate Distribution Frames) In some cases IDF is not required

2.3 General Maintenance & Repair – ROUTINE HARDWARE CHECKS, ANALYZE EVENT LOGS AND SECURITY LOGS TO PREVENT ERRORS AND SYSTEM SECURITY LEAKS, ADDITIONAL ADD-ON CONFIGURATIONS AS REQUESTED BY CLIENT.

2.4 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.

2.5 Network Hardware Troubleshooting – ISOLATE THE CAUSE OF THE PROBLEM(S) IN THE NETWORK 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.

2.6 Needs Assessment – CUSTOM SUPPORT REGARDING HARDWARE OR SOFTWARE PURCHASES TO ACCOMPLISH SPECIFIC TASKS OR BUSINESS GOALS.

2.7 Systems Integration – INSTALLATION OF HARDWARE INTO AN EXISTING COMPUTING ENVIRONMENT. SERVICES INCLUDE SETUP OF ANY NECESSARY SOFTWARE OR HARDWARE.

2.8 Network Security – INSTALLATION OF HARDWARE AND/OR SOFTWARE TO PROVIDE REASONABLE NETWORK 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.

2.9 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.

2.10 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.

2.11 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.