



**JOHNSTOWN-MONROE
SCHOOL DISTRICT**

**Johnstown-Monroe Local School District
Request for Proposal
for
Managed Technology Services**

Proposal Due Date: March 25, 2024

I. INTRODUCTION

Johnstown-Monroe Local School District is requesting proposals from vendors to provide managed technology services for the district.

II. BACKGROUND

Johnstown-Monroe Local School District (JMSLD) is a growing district, busily positioning itself to become the school district located at what some have termed, “the new center of the universe.” Namely, the home school district of the headline-making \$20-billion Intel Fab Lab chip-manufacturing “mega site,” currently under construction within our District’s boundaries and is expected to transform not just Ohio, but the entire Midwest. Located just 25 minutes from downtown Columbus, the district serves approximately 1700 students on four instructional sites with approximately 170 staff members.

This Request for Proposal (RFP) is intended to allow JMSLD a basis for evaluating and selecting the proposal best suited to the district’s needs. The acceptance of a proposal does not obligate the JMSLD to purchase managed technology services from any vendor. JMSLD reserves the right to reject any or all proposals. All costs for proposal preparation are the responsibility of the vendor. After receipt of the proposal and prior to signing the contract, JMSLD reserves the right to modify the services to be received by adding or deleting services.

Any vendor’s solution to this proposal must meet or exceed the district’s requirements.

III. CUSTOMER CONTACTS

All questions about the RFP or JMSLD’s requirements must be submitted in writing (via email) to:

Contact Name: Debbie Seibel
E-mail address: dseibel@jmk12.org
Address: 85 W. Douglas Street, Johnstown, Ohio 43031

IV. TIMELINE

The following is a tentative timeline. All dates are subject to modification by JMSLD.

Issuance of RFP:	March 1, 2024
Guided Tour:	March 11, 2024 at 10:00 AM
Question Deadline:	March 18, 2024
RFP Response Deadline:	March 25, 2024 by 2:00 PM Eastern Time
Projected Board Approval Date:	April 8, 2024
Begin Service Date:	July 1, 2024

Questions must be submitted by email only to dseibel@jmk12.org. All questions along with the district response will be provided to those vendors who attend the guided tours as noted above and leave contact information.

Proposals may be submitted by mail or delivery service by **March 25, 2:00 PM Eastern Time** to:

Johnstown-Monroe Local School District

Debbie Seibel

85 West Douglas Street

Johnstown, Ohio 43031

Responses received after the deadline will not be considered.

V. 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 cost of services will be one of the criteria, the following list, as well as other factors, will also be considered:

- Timely submission
- Response to proposal requirements and proposed solution
- Experience and qualifications of vendor's team to provide the services
- Reference accounts
- Cost of services
- Experience in the K-12 education environment
- Vendor qualifications

The proposals will be evaluated based on the information presented in the proposal and additional information obtained during the evaluation process. Follow-up discussions with the respondents best suited to provide the services may be requested. During the evaluation process, JMLSD may request any or all vendors to make oral presentations. If JMLSD requests oral presentations, not all vendors may be asked to present. The District reserves the right to reject incomplete and late bids.

VI. SCOPE OF SERVICES

Johnstown-Monroe School District seeks a technology management solution that will provide stable and reliable Information Technology (IT) services to all students and staff. The successful vendor is responsible for providing the team necessary to provide these services at a high level of quality in a timely manner.

The vendor needs to describe the qualifications and number of the staff they will assign to the Johnstown-Monroe Local School District. The vendor must indicate the daily staffing level they will have on-site in the Johnstown-Monroe School District, knowing there will be times when they need to bring in additional staff (at additional cost to the District) to meet seasonal peak demand times. The vendor will provide a minimum of one employee beginning no later than 7:30 AM and ending no later than 4:00 PM during each weekday. The vendor needs to address the following topics in their proposal.

- How they will monitor/manage the District's daily operations, including but not limited to the 1:1 program, incidents, network, cybersecurity.

- IT Leadership that provides strategic visioning and planning.
- Five-year financial plan that will allow the District to budget IT expenses effectively.
- Project and account management to ensure that a high-quality IT environment for student learning is in place.
- Troubleshooting and solving technology issues as they arise and communicating with district and building-level administration through the entire issue resolution process.
- Monthly performance management reports.
- Bi-weekly meetings with the District point of contact.

Services Requested:

A. Resource Services (on-site resource) with additional remote support for level 2 and level 3 needs. Vendor will provide:

1. Vendor to place service professional(s) on-site and/or remote at one or more of Customer's locations for performance of specific functions and pursuant to the terms set forth this Appendix. In particular, Vendor agrees to perform the services listed below at the agreed rates and locations specified in this Appendix.
2. Minimum of One (1) Level 1 Information Systems and Technology Engineer. This resource will be provided across multiple Vendor teams, both on-site and remote, for technical support. Vendor may, at its discretion, provide additional resources, on-site and/or remote for technical support.
3. On-site resources will coordinate the escalation of issues to qualified engineering staff and/or to manufacturer support, as needed.
4. Manage all support issues through a helpdesk and ticketing software.
5. Work with District to Schedule additional resources at any location(s), if required.
6. Vendor to provide additional remote technical support as follows:
 - a. Five (5) hours of remote Level 2 support per month
 - b. Two (2) hours of remote Level 3 support per month
7. Vendor will manage all employment aspects of their respective service providers assigned to JMLSD, including criminal background checks, hiring, employment-based counseling, terminations, salary review, annual performance evaluations, benefits (if applicable), and placement. All background checks will be made available to JMLSD prior to work in the district.
8. The vendor on-site technician responsibilities include but are not limited to:
 - Vendor will provide support to respond, recover, and mediate the recovery of any data in the event of a cyber crime breach.
 - 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, Chromebooks, desktop computers, laptop computers, and tablets.
 - The vendor must provide labor and tools to design and deploy images of end-user devices across multiple hardware platforms
 - The vendor will provide and maintain Active Directory Sync with Google Apps for Education.
 - The vendor will create all user accounts in Active Directory and Microsoft Office 365
 - Maintain an inventory of all software licenses.
 - Assist the district in remaining compliant with all software licensing laws. The Vendor will provide associated processes and/or tools for maintaining compliance.
 - Maintain existing and newly purchased computers, including repairs.
 - Vendor will coordinate collecting, shipping, and returning damaged Chromebooks/laptops

to a district-approved service repair facility when appropriate.

- Assisted with disposing of computers taken out of service following district procedures.
- Vendor needs to maintain a Print Management strategy for all computing devices.
- Troubleshoot computing device issues.
- Maintain and upgrade computing devices as directed.
- Maintain an inventory of all hardware and provide recommendations for the refresh cycle.
- Provide recommendations on annual technology needs and provide specifications so district can purchase in a timely manner.
- 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.
- 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:
 - Interactive Whiteboards
 - Document Cameras
 - Projectors
 - Video Surveillance Cameras
 - Key Card Access Control System

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

- Software
- Phones
- Copiers and Fax Machines
- Security (i.e. Door Locks, cameras, keypads, ID cards)
- PA Systems / Intercom System
- Sound Systems
-

Support for District programs, platforms, and licensing including, but not limited to:

- Microsoft Office 365
- Google
- PowerSchool
- ClassLink
- Adobe
- Meal Magic

B. Platform Services

Vendor will provide:

1. Server hosting for all district applications
2. A SOC 2-compliant data center environment
3. Environmental controls:
 - a. Uninterruptable power supply (UPS)
 - b. Back-up generator power
 - c. Environmentally controlled heating, ventilation, and air conditioning (HVAC)
 - d. Secured location complete with access controls and video surveillance.
4. Platform Management 24x7:
 - a. Manage the data center environment
 1. Patch and update firmware

2. Deploy vendor-issued patches
 - b. Review the environment for abnormalities
 1. Review hardware event logs for errors and complete the associated remediation
5. Provisioning
 - a. Build/migrate requested virtual machines and provision as allocated
 - b. Build required datastores and provision as allocated
 - c. Memory/RAM
 - d. Storage
 - e. Proactive notifications of “near capacity” logistics
 - f. Notifications to the Customer for service-impacting events
6. Back Up, Monitoring and Restoration
 - a. Vendor is providing a backup service as part of this Agreement. The ownership and integrity of the data being backed up as part of this managed service is the responsibility of the JMLDS.
 - b. Retention schedule to be discussed and agreed upon by the JMLDS and Vendor based on the Customer’s Recovery Point Objective (RPO) and Recovery Time Objective (RTO) before deployment.
 - c. Vendor to run a test virtualization of existing Johnstown-Monroe Local servers to determine compatibility and time for potential future virtualization efforts.
 - d. Vendor to provide ongoing monitoring, limited to:
 1. ensure successful primary data center and off-site backups
 2. ensure the integrity of backups at both the primary data center and off-site locations.
 - e. Upon notification to JMLDS of capacity status, the vendor will work to determine corrective action.
 1. Evaluate, and adjust as necessary, retention policy.
 2. Remove unnecessary back up images as defined by JMLDS
 3. Create new base images and send to off-site data repository
 - f. Basic file restoration will be performed by Vendor.
 - g. If the Customer’s data is encrypted and/or corrupt:
 1. Vendor will assist by providing remote telephone support during standard business hours (as identified below) to allow Customer access to, and restoration of, their last known valid backup.
 2. Any work done outside of standard business hours will incur Time and Material rates as agreed to.
 3. After the first incident of encrypted and/or corrupted data, Vendor will provide recommendations for data security.
7. SPLA licensing for the Customer’s hosted servers, including:
 - a. Management of license reporting on a monthly basis
 - b. Keys and/or install media, if needed, for quoted OS or applications

C. Monitoring/Management Services

Vendor will provide:

1. Vendor will be providing services for up to 12 current and active servers and 2 ESX hosts
2. Systems Management:
 - a. Vendor will act as the primary responsible party for Customer:
 1. Internal IP addressing schema
 2. DHCP

3. DNS
 4. Active Directory
 5. System level login and passwords
3. Moves, adds and changes of personnel, Server, Storage and Systems Software Monitoring/Management:
 - a. Patch management
 - b. Operating system monitoring
 - c. Operating system software update/upgrade (within the same version)
 - d. Virtualization of systems software update/upgrade (within the same version)
 - e. Anti-virus protection
 - f. Application/database monitoring (where defined)
 - g. Hardware monitoring
 - h. Storage systems
 - i. Critical services
 4. Server ESX Hosting Monitoring:
 - a. Monitoring of hosts and notifications
 5. Vendor will provide support to the existing video surveillance solution
 - i. Perform configuration changes to the Milestone application
 - ii. Perform video exports, as requested
 - iii. Provide mobile phone application support for the Milestone application for up to six (6) users
 6. Service Level Agreement Definitions and Response Time and Level Definition

Severity Level	Response Times	
	Standard Hours (8:00am to 5:00pm EST Monday through Friday):	After Hours:
Critical	One hour response	Four hour response
High	Two hour response	N/A*
Normal	Six hour response	N/A*
Low	One business day response	N/A*

Must have the capability of providing 24x7 support 365 days per year for critical issues.

Legend:

Critical: Multiple systems or sites affected; production halted

High: Single system or site affected; work stoppage at a single site

Normal: Single system affected; performance issue or other non-critical request

Low: Minor performance-affecting issue, limited scope or effect

VII. QUESTIONNAIRE

Vendors must complete the questionnaire in Appendix A. Responses should repeat the question and be answered in order.

APPENDIX A

Provide a response to each question below.

Vendor Background and Qualifications.

1. Provide the vendor's name and the principal office address, telephone number and website.
2. Provide the name, address, telephone number and email address of the principal contact for this proposal.
3. Describe the vendor's primary business focus.
4. Describe the vendor's relevant qualifications and experience.
5. Describe the vendor's previous experience in K-12 school setting.
6. Provide at least 3 references for projects of similar size and scope. Include contact name, telephone number, and email address.
7. Describe the qualifications of the proposed staff (level of experience, certifications, expertise)
8. Provide a sample contract with your proposal for consideration if you are selected.

Proposed Services

1. Describe your understanding of the services requested in the RPF and your solution to this project.
2. How many proposals similar to this proposal has your organization completed in the past three years? Describe your success on similar projects.
3. Provide a detailed description of how your organization will approach the areas in the Scope of Services (VI Scope of Services section). Your description should be detailed and thorough.
4. The proposal should set forth a project plan for delivering the service described in the Scope of Services.
5. Please reference the sections of the RFP that the described proposed services relate to.

Fees

1. Provide the cost for this project. Provide a line-item cost for:

Resource Services

Platform Services

Monitoring and Management Services

