

# **Leland School District**

## **REQUEST FOR PROPOSALS**

### **Information Technology Services**

**Contact:**  
**Dr. Nehru Brown**

# Timeline

## Information Technology Services

November 1, 2023	Release RFP
November 8, 2023 November 15, 2023	Advertisement dates in The Delta Democrat
November 1, 2023	Post to LSD website
November 15, 2023	Deadline for RFP questions
November 17, 2023	Proposals due by 4:00 p.m. Central Time (CT) to LSD
November 27, 2023	Evaluation of Proposals
November 28 - 29, 2023	Contract Negotiations
December 18, 2023	Contract to LSD Board of Education
December 19, 2023	Contract Start Date

## **Request for Proposals – Leland School District Information Technology**

The Leland School District (LSD) through its Technology Department is soliciting competitive written proposals from qualified vendors for providing Information Technology Services.

### **A. REQUEST FOR INFORMATION**

Questions concerning the RFP should be sent [nehribrown@lelandk12.org](mailto:nehribrown@lelandk12.org)

The deadline for submitting written questions by email is November 1, 2023.

### **B. DUE DATES FOR PROPOSAL**

One (1) original proposal, PDF format, must be received by 4:00 p.m. Central Time (CT) on Wednesday, November 3, 2023 at the following address based upon the delivery method used:

**Hand Deliver Proposal, Mail Proposal or Ship Proposal (FedEx UPS, etc.) to:**

**Leland School District  
Request for Proposal: ITS  
Attn: Dr. Nehru Brown  
408 East 4th Street  
Leland, MS 38756**

**Electronically:**

**Dr. Nehru Brown  
[nehribrown@lelandk12.org](mailto:nehribrown@lelandk12.org)**

### **C. RESPONSIBILITY OF THE VENDOR**

- ☐ Ensure that the competitive proposals are delivered by the deadline and assumes all risks of delivery.
- ☐ At the time of receipt of the proposals, the proposals will be date stamped and recorded.
- ☐ Proposals and modifications after the time designated in the RFP will be considered **late** and will not be accepted or considered for award.
- ☐ Incomplete proposals will not be evaluated and will not be returned for revisions. No late, faxed or emailed copies will be accepted.
- ☐ Proposals that do not include the required original copy along with the required CDs or USB flash drives will not be evaluated.

- ☐ Proposals do not commit LSD to pay any costs incurred during the preparation of this proposal response.
- ☐ The LSD will not be liable for any costs associated with the preparation of proposals or negotiations of contract incurred by any party.

## **D. SCOPE OF WORK AND RESPONSIBILITIES**

### **Introduction**

The LSD through the Technology Department is soliciting competitive written proposals from qualified vendors to assist the district outsourcing the districts' technology department. The term of the initial contract will be November 27, 2023 through June 30, 2024, with an option to renew. Contract is subject to 2 one-year renewals. Renewal of contract after the initial contract period will be determined annually and shall be contingent upon successful completion of the services in the preceding year's contract and a performance-based evaluation.

### **Scope of Work Overview**

In this section of the RFP, an overview of the components is presented and details of the Scope of Work are provided for Information Technology Services.

This section provides details of the scope of work and technical requirements for expectations that the Vendor should meet in its response to the RFP. Services will include, but are not limited to the following

### **Background**

The Leland School District (LSD) Technology Department has been controlled in-house since 2001, which within that timeline the adoption of E-rate took place. LSD has purchased computer equipment to enhance its labs, technology systems and network infrastructure. The district employs two (2) staff members in the Technology Department who maintains the day to day operations as it relates to technology.

### **Responsibilities and Duties:**

The Vendor shall be responsible for the following obligations during the Term of the Contract:

- Contractor will provide salary, to include benefits, for one (1) LSD technology personnel;
- Perform required maintenance on network equipment in the district. Network equipment is defined as equipment used to provide connectivity to the computer desktop;

- Servers, switches and routers will be included in the scope of services provided by. Desktop and printers' operations will be the responsibility of the district technology personnel;
- All hardware and software support will be the responsibility of the contractor but will be maintained by district technology personnel. The contractor will not have to provide any hardware or software warranty for equipment located in the district;
- Contractor will be responsible for the maintenance and upgrading of equipment, servers, hardware and software. Maintenance is defined as services to equipment to ensure the equipment is updated to the latest hardware and software upgrades available. In the event that the contractor provides preventative maintenance to network equipment the district technology personnel staff must be provided access to the equipment and provide all consumables to clean equipment;
- All new servers, routers and switches will be installed by contractor, with the exception of routers required on EPL to be installed by certain outside vendors. All equipment must be approved by the contractor along designated district administration. Contractor must provide a timeline setup to install equipment to allow minimum impact on district operations. All equipment that is approved must be listed on the state EPL, with the exceptions that are approved by the contractor and designated district administration. This will be on a case-by-case basis;
- The contractor must provide support for district technology Labs, business computer labs and career centers to the switch level. The contractor will assist in server and switch upgrades, only if maintained by district technology personnel. If equipment is under state control and purchased with state funds, the contractor will assume no role in maintenance of said labs;
- Contractor will provide training/consulting to the district's technology personnel on an as-needed basis;
- Contractor will be available to the district Monday-Friday 8:00 a.m. to 5:00 p.m. However, emergency after-hour repair will be on an as-needed basis. All after hour emergency will be agreed upon by the contractor and the superintendent. The contractor must be available to the district remotely, onsite, email and/or by telephone;
- Contractor shall be provided an approved list of personnel that are authorized to call for the contractor's assistance on projects or emergencies. This list will be approved by the Superintendent. Non-emergencies will follow the timeline;
- Contractor will test all new software related to the network environment. Software defined as all server operating systems, email systems, antivirus, and software packages approved by a representative of the contractor for testing. The contractor will install and/or upgrade any of the above systems. The contractor will work with district on server install of third-party software, provided the district has purchased support;
- The contractor will not support any product that has no support provided. Software not included: Open Source, freeware or shareware. The contractor will only install copyright software licensed to the district. All desktop support and software rollouts will be provided by district technology personnel;

- Contractor will test all software in an approved lab environment before applying to a production environment. The district shall provide all hardware necessary to properly test software;
- Contractor must maintain network anti-virus and backup software current (this cost of the software will be at the cost of the district). Contractor will assume responsibility for desktop protection or backup of daily production data which will be handled by the district technology personnel;
- Contractor will provide server side install of antivirus and network backup solutions. The contractor will provide training to district personnel on proper monitoring of antivirus and backups;
- The contractor will assume responsibility for daily antivirus updates or backups. This function will be performed by designated district personnel;
- Contractor will provide hardware and software recommendations for antivirus and backup solutions. All software, hardware and support related to backups and antivirus shall be provided by the district;
- Contractor must provide training to district personnel to ensure they can check current backup, status of anti-virus on desktops, and perform network administration on the network;
- Be available to the district for emergencies with the definition of “emergency calls” being calls concerning network outage impacting functions with student database and classroom programs needed for daily operations;
- Contractor will provide monitoring of the network. The contractor will monitor the network for congestion, viruses, denial of services. The contractor will provide a monthly report of the condition of the network to the district technology personnel. The district will provide all hardware necessary for monitoring the network;
- Contractor will attend District School Board meetings upon reasonable notice and request.
- Contractor will gather and prepare required information for filing the district’s E-Rate applications on the SLD’s EPC portal website.
- As it relates to E-rate, the contractor will request information from the district’s business manager and/or other designated representative to obtain required telecommunication expenses of the district.
- As it relates to E-rate, the contractor will work with the district’s technology personnel to plan and update the district’s annual Technology Plan. This will assist the contractor and the district in determining the “internal connection” network equipment needs of the district both short-term and long-term.
- Contractor must file E-Rate Applications in Consultant E-rate Productivity Center. The application include the following:
  - (Portal): Form 470(s)
  - Form 471(s)
  - Form 486(s)
  - BEAR Form(s)
  - Form 500(s)

- Contractor becomes a “technology partner” with the school district as it relates to E-rate.
- Contractor will assist district technology personnel in long range technology planning. This planning will drive the E-Rate process for the district.
- Contractor will assist in writing the district's annual technology plan.

## **Additional Information**

### **E-rate Consultant Responsibilities:**

- An E-Rate vendor and a company that does not have a SPIN (Service Provider Identity Number), therefore can provide consulting to school districts for E-Rate Category One & Two services (C1 & C2), as well as, assist in filing your district’s annual E-Rate applications.

### **E-rate contract:**

- Does include time spent on obtaining E-Rate C One and Two information that is necessary to successfully file all required applications for the district.
- Does not include travel expenses to the district to gather information and meet with the district's technology coordinator.
- Does not include consulting time and travel expenses in the event the district has an E-Rate audit.
- The E-Rate consultant will be onsite and working in the school district at the agreed upon number of visits prior to and after all application filing. Regular service/consulting reports will be sent to designated district personnel.

### **Responsibilities of the School District:**

- The district will provide contact information for the designated district personnel such as technology personnel, business manager, Superintendent and accounts payable personnel to the contractor.
- Designated individuals will be provided with timely information requested by our E-Rate consultant so ensure the application process will be completed efficiently and effectively. This will ensure E-Rate filing deadlines will be met.
- Actual purchase, cost, expenses, and taxes of all necessary computer and network software, hardware and upgrades;
- Providing adequate physical space and computer hardware for monitoring the District network;
- Providing all information necessary to assist the district with its requests and problems;
- Providing the computer software and hardware necessary for access and monitor the District’s network by remote access;
- Providing technical support contracts for software or hardware purchased by the District;
- Providing primary and secondary personnel for training on all software related to daily operations.

The district's technology personnel will perform day to day desktop support and monitor of network administration systems and services not limited to the following:

- Web Filters
- Antivirus Console, Windows Update Server and Data Backup Systems
- Active Directory & eDirectory
- Network Admin Tasks
- Workstation Related Tasks
- Virtual Computer Desktops
- Virtual Servers
- Attend MDE and Technology Meetings
- End-User Application Software Support
- Technology Related Tasks
- Additional Computer Technician Support
- Management of the local District Technology Help Desk
- Equipment Monitoring System
- Educational Technology Support
- School Board and Administration
- Technology Vendors
- Fixed Assets

#### **E. TIME FRAME**

The anticipated initial contract period will be from November 27, 2023 through June 30, 2024 with two one-year renewals.

Renewal of contract for subsequent years will be determined annually and shall be contingent upon successful completion of the services in the preceding year's contract and a performance-based evaluation.

A contract will be awarded to the vendor, whose proposal is determined to be the most advantageous to the district, taking into consideration the price and the evaluation factors set forth in the RFP.

#### **F. TERMINATION IN EVENT OF EMPLOYMENT**

Contract will be terminated immediately if Contractor becomes an employee of LSD and is only subject to payment of services prior to the effective date of employment at LSD.

#### **G. MEMORANDUM OF UNDERSTANDING**

The execution of a Memorandum of Understanding (MOU) will be required prior by contractor and the LSD in the event the contractor has access any student level data. Failure to adhere to the provisions of the MOU may result in termination of the contract and/or may result in denial of subsequent renewal requests.

## **H. DELIVERABLES AND LIQUIDATED DAMAGES**

**Deliverables and Liquidated Damages** - All deliverables are subject to liquidated damages. The Successful Contractor shall alert LSD as soon as it believes a deliverable subject to liquidated damages is at risk of not meeting scope of services along with responsibilities and duties or any scheduled delivery dates. The parties to this contract recognize the importance of a timely and accuracy the LSD. The parties agree that the contractor's failure to complete work tasks both correctly and on time may result in injury to the district, but the amount of damages resulting from such injury cannot be calculated with certainty. Liquidated damages for Contractor will be subject to a cost that will range between **\$5,000-\$10,000 per deliverable**. These costs will be listed specifically in the contract.

## **I. FORMAT AND PROCEDURE FOR DELIVERY OF PROPOSAL**

The proposal will consist of seven parts: Part I – Proposal Transmittal Form; Part II – Vendor Profile; Part III – Production Proposal; Part IV – Budget Proposal; Part V –Prospective Contractor's Representation Regarding Contingent Fees Form; and Part VI – Proprietary Information Form.

The proposal shall be prepared in 12-point Times New Roman font, double spaced, three-hole punched in a three-ring binder with labeled tabs for each of the six above listed parts. Proposals shall be prepared with no staples, clips or rubber bands. Proposals and all sample material must fit in athree-inch (3") three-ring binder.

**Part I** is the Proposal Transmittal Form, (Attachment A) which shall serve as the cover page of the Vendor's proposal. The Vendor shall complete the form and attach to the proposal in response to the RFP.

**Part II** is the Vendor Profile, which shall provide satisfactory evidence of the vendor's capability to manage and coordinate the types of activities and to provide the services described in this RFP in a timely manner. Information should include the size, location, nature of work performed, years in business and the approach that will be used in meeting the needs of the District. Vendor shall include a description of the their background and relevant experience as related to the described activities. A description and details of the contractors experience shall be included. A minimum of three (3) references should be provided. Samples of previous work may be included.

**Part III** is the Production Proposal that shall provide a detailed plan describing how the services will be performed to meet the requirements of the RFP. The description shall encompass the requirements of Part I and Part II of this RFP. The proposal must be prepared and organized in a clear and concise manner that is easily understandable. The proposal shall address the tasks to be accomplished, processes to be undertaken to accomplish those tasks and a proposed timeline for completion. Examples of materials that demonstrate the quality of work completed by the vendor on similar projects should be included. Vendors must designate those portions of the proposals which contain trade secrets or other proprietary data which may remain confidential in accordance with section 25-61-9 and 79-23-1 of the Mississippi Code.

**Part IV** is the Budget that shall include the cost proposal and must encompass all requirements of this RFP. In order to be considered, vendors must submit a proposal that includes the budget narrative/cost proposal that addresses all costs for services, expenses, and products specified in the RFP. The budget narrative is a maximum cost. The LSD will not pay any costs above this amount. A detailed budget narrative shall be included. Indirect costs will not be allowed.

**Part V** is the Prospective Contractor's Representation Regarding Contingent Fees Form (Attachment B) which must be completed and attached to the proposal in response to the RFP.

**Part VII** is the Proprietary Information Form (Attachment C) which must be completed and attached to the proposal in response to the RFP. Offerors must designate those portions of the proposals which contain trade secrets or other proprietary data which may remain confidential in accordance with section 25-61-9 and 79-23-1 of the Mississippi Code.

There is a 30 page limit on the number of pages for the proposal and Vendors are expected to be precise and succinct in their writing.

#### **J. EVALUATION CRITERIA**

- **Plan for performing the required services – 25 points**
- **Ability to perform the services – 30 points**
- **Personnel, equipment, facilities, to perform the services currently available or demonstrated to be made available at the time of contracting – 20 points**
- **Record of past performance of similar work – 10 points**
- **Budget – 15 points**