



Rock Point Community School District
**VERIFICATION OF RECEIPT OF
SOLICITATION**

Rock Point Community School Technology Support and Services
RFP # RPCS-007-2023

Due: November 17th @ 5:00 PM MDT

NOTICE

Complete and **return this page immediately**
to verify receipt of solicitation. If not returned,
you may miss important addendum information.

(Please print)

Company Name: _____

Company Representative: _____

Telephone: _____

Fax: _____

Email Address: _____

Email to: erin.toadlena@rpcsaz.org

Rock Point Community School District
PO Box 560
Highway 191
Rock Point, Arizona 86545
www.rpcsaz.org
Attention: Erin Toadlena

NOTICE OF REQUEST FOR PROPOSAL

DATE: November 6, 2023
PROPOSAL #: RFP# RPCS-007-2023
DUE DATE: **November 17th 2023** at 5:00 pm MDT

Proposals received by the correct time and date will be opened and the name of each offeror will be read by RPCS members. Rock Point Community School (RPCS) reserves the right to extend the submission deadline if needed by publishing a new deadline date and time on RPCS's school website www.rpcsaz.org.

Proposals shall be in the actual possession of RPCS, at the location indicated, on or prior to the exact time and date indicated above. Late Proposals shall not be considered. The official time will be determined by the clock designated by RPCS.

Proposals must be labeled RFP# RPCS-007-2023 and presented in person or mailed (no faxed copy will be accepted) at the address listed above. Proposals will be time stamped when received. The offeror assumes the risk of delay in the mail or in the handling of the mail. Whether sent by mail or by time at the place specified. Offers must be marked on the outside of the envelope or package with the submitting company's name. **RPCS is not responsible for the pre-opening of, post-opening of, or failure to open a solicitation not properly addressed or identified.**

All proposals must be completed in ink or typewritten and the one (1) original must be submitted in. Additional instructions for preparing a proposal are provided with this notice. The submission of a proposal will indicate that the offeror understands the requirements and specifications and that they can supply the materials, services or construction and meet the required delivery time line as specified.

For questions, contact: Erin Toadlena, Technology Specialist at erin.toadlena@rpcsaz.org

MAIL RESPONSES TO:

Rock Point Community School
Technology Department/ Erin Toadlena
PO BOX 560
Rock Point, AZ 86545
ATTN: RFP# RPCS-007-2023

Erin Toadlena
Technology Specialist
(928)659-4616
(928)659-4235 Fax

November 17th 2023

Date

THIS PROPOSAL IS OFFERED BY: _____
(Name of Company)

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CALENDAR OF EVENTS

<u>Event</u>	<u>Item</u>	<u>Date & Time</u>
1	Release of RFP	November 6 th , 2023
2	Last day to submit inquiries	November 24 th , 2023
3	Closing Date/Time to receive Proposals	November 27 th 2023 @ 5:00 pm
4	Board Approval of Proposal	December 13 th , 2023
5	Notification of Award	December 15 th 2023

Overview

Rock Point Community School (RPCS) is a Bureau of Indian Education (BIE) K-12 school with about 90-100 employees and a student enrollment of 300-400 students. Located close to the Four Corners of Arizona in a small remote town called Rock Point with a population of around 700. The town includes a Giant gas station, Chapter House, and a Lutheran Mission school.

Statement of Purpose

Seeking technology support and services to assist RPCS's IT team when needed. Services required, but not limited to, are:

- 1) Knowledge of entire campus's tech infrastructure
- 2) Assistance of setting up and monitoring backups (offsite if available)
- 3) Update on the Tech Plan and guidance
- 4) Possible onsite visits, if needed
- 5) Assistance with upgrading hardware and software
- 6) Immediate IT support
- 7) Assistance and guidance with hardware and software cleanups
- 8) Assistance with hardware and software purchasing.

Background Information

RPCS currently updating 7 physical servers, (mixture of 2003, 2008 and 2012 Sever), 8 virtual servers, (2008 and 2012 Sever), and 2 Hyper Servers that overlook the virtual servers. Our current strength is that RPCS has a T3 fiber internet connection with NTUA Wireless as our ISP. Implementation of VOIP phones are currently in place. Each building is connected by fiber cables by 10/100/1000 Cisco Catalyst 3750-X switches. Currently our bandwidth is 500 Mbps. The geographical location of the school creates multiple risks to our infrastructure; remoteness creates limited sources to back up to, isolation creates difficulty for immediate IT support, and changes in global weather has caused recently frequent dangers to the town during monsoon seasons, July to October.

Scope of Work

Some requirements will be needed from the vendors in order to qualify as a possible candidate. Please include your detailed accomplishments to each one listed below in your bid packet. The vendor must be, but not limited to:

- 1) What is the vendor's response time?
 - a. First response
 - b. Problem resolution time
- 2) Communication and organization
 - a. What software/procedures are in place to track help tickets?
- 3) How many techs are available?

- 4) How many site visits per month?
- 5) How many hours per week/month?
- 6) What type of skills does the vendor have?
 - a. Certifications – Cisco? Microsoft? VMware? Networking?
 - b. Level of expertise
 - i. Networking Support?
 - ii. Desktop PC Support?
 - iii. Server, Virtualization & Data center support?
 - iv. VOIP Phone Support?
 - v. Cabling – Cat 5 & Cat 6
 - vi. Fiber optics
 - vii. Installation of Technology equipment
- 7) Familiarity with BIE schools
- 8) Past experience with similar schools and support projects?
- 9) Recommendations from at least 3 reference schools
- 10) Qualifications
 - a. Insurance, bonding, licensing for cabling work and low voltage work
 - b. Authorized resellers for what manufacturers?

The responsibilities of the vendor will first become familiar of RPCS's technology infrastructure. Onsite visits can be arranged with RPCS's IT team to ensure clear communication and understanding. After, the vendor will begin to assist by determining what needs to be upgraded, optimized, etc., both hardware and software. After vendor is fully comfortable with RPCS's setup, technology support can take place. RPCS may require tech support in the following fields;

- 1) Configuration and walkthroughs of switches
- 2) Update, walkthrough, configuration or replacement of current SonicWALL appliance
- 3) Configuration, walkthrough and monitor of the Cisco Wireless Controller
- 4) Server maintenance and updates
- 5) Guidance, updating and implementing RPCS's Technology Plan
- 6) Monitor, update and configure RPCS's onsite backups (Offsite, if available through vendor or through recommendation)
- 7) Vendor recommends better software/hardware to replace obsolete software/ hardware
- 8) Vendor must be able to remote into RPCS's network for instant tech support if IT team is unable to solve the issue
- 9) Work with RPCS's IT team to ensure the school has the most up to date technology in RPCS's disposal
- 10) Assistance and recommendations on IT projects, current and future projects
- 11) Assistance with updating and web site design for school site
- 12) Guidance and assistance with proper tech disposal, (old computers, monitors, empty toner cases, printers, obsolete E-Rate equipment, etc.)
- 13) Network usage and monitoring of Internet usage on campus

Outcome and Performance Standards

The vendor shall ensure and work with the RPCS IT team in order to advance RPCS's tech status to professional status. The vendor and RPCS will work together to ensure that RPCS will fully run at optimal performance. In the end, RPCS expects to have fully running onsite and offsite backups. Network connectivity, wired and wireless, to every building on campus, as well as internet connection to the housing residents. State of the art, or equivalent, computer equipment for RPCS students and teachers to maximize learning capabilities. Internet speed connection to fulfill the 1Mbps (2020) per student requirement.

Deliverables

Onsite visits will only occur during RPCS office hours, unless absolutely necessary, exceptions can be made for non-office hour visits. Any new equipment that has been purchased by RPCS will first be delivered to our Property Clerk for inventory records. Leased equipment will be exempted, unless it will be purchased fully by RPCS in the future. Once equipment has been verified and matches with the items on the RPCS POs, the equipment will be tagged by a RPCS tag and will be moved to its final destination to serve its purpose. RPCS will accept equipment deliveries Monday through Friday, 8am-5pm Mountain Time. No deliveries will be made during the weekends, National Holidays or Navajo Nation Holidays.

Term of Contract

RPCS is looking to implement a 3 year contract. Start of contract date will occur after RPCS has chosen a sealed bid, obtained required forms and prepared paperwork, and given a PO copy to the chosen vendor. End of contract date will occur when; RPCS has achieved professional status, agreed hours has been exhausted, reached contract end date, or if RPCS or the vendor decides to terminate the contract. If services of the vendor are in excellent standing or exceed our expectations, possible contract renewal will be considered.

Payments, Incentives, and Penalties

RPCS follows a certain procedure when purchasing services or equipment. RPCS sends Purchase Orders (PO) to vendors for services or equipment in question. Once equipment or services has been verified, payment will be distributed to the vendor by end of contract or monthly installments. In this particular case, RPCS will decide that: the entire amount will be paid at the beginning of the contract or RPCS and the vendor can come to an agreement of monthly installments until the

end of the contract. Depending on the payment schedule of the vendor, RPCS has the right to:

- 1) Pay the full amount at the beginning of the contract or end of contract
- 2) Pay monthly installments

RPCS has the right to hold payments or terminate contract, if necessary, if:

- 1) Multiple failure of communication between RPCS and the vendor
- 2) Unsatisfactory results
- 3) Improper use of RPCS's files, data, and unmonitored or unauthorized remote connections
- 4) Failure to meet deadlines
- 5) Giving false statements in the bid packet
- 6) Failure to assist in items stated in Scope of Work

Contractual Terms and Conditions

- 1) **PURPOSE:** The purpose of this Proposal is to contract with a vendor for Technology services, physical or remote assistance and assistance with technical knowledge for Rock Point Community School.
- 2) **INSURANCE AND SAFETY:** Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work by the Contractor, his agents, representatives, employees or subcontractors.
Offeror, at its own expense and at all times, shall take all reasonable precautions to protect persons and the District property from damage, loss or injury resulting from the activities of the Offeror, its employees, its subcontractors, and/or other persons present. Offeror will comply with all specific job safety requirements promulgated by any governmental authority, including without limitation, the requirements of the Occupational Safety Health Act of 1960.
The insurance requirements herein are minimum requirements and in no way limit the indemnity covenants contained in this RFP. Contractor shall provide coverage with limits of liability not less than those stated below:

A. Offeror agrees to maintain such insurance as will fully protect Offeror and RPCS from any and all claims under any workers' compensation statute or unemployment compensation laws, and from any and all other claims of any kind or nature for damage to property or personal injury, including death, made by anyone, that may arise from work or other activities carried on, under, or facilitated by this Agreement, either by Offeror, its employees, or by anyone directly or indirectly engaged or employed by Offeror. Offeror agrees to maintain such automobile liability insurance as will fully protect Offeror and RPCS for bodily injury and property

damage claims arising out of the ownership, maintenance or use of owned, hired or non-owned vehicles used by Offeror or its employees, while providing services to RPCS. Other or more specific insurance may be required and set forth in the amounts set forth in an addendum to this Contract.

B. Successful offeror shall be required to provide proof of and maintain Comprehensive general liability insurance with a limit of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate coverage with a deductible of not more than \$5,000 and naming Rock Point Community School as an additional insured party.

C. Successful Offeror will be required to submit proof of and maintain Worker's Compensation and Employer's Liability Insurance as required by law.

- 3) **PROPOSAL OPENING:** Proposals shall be opened internally at the time and place designated on the cover page of this document. The name of each offeror shall be read internally, and recorded. All other information contained in proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation.
- 4) **LICENSES:** The successful Offeror shall provide documentation of professional memberships, certifications, and licenses.
- 5) **PRICING:** Pricing must be submitted in an all-inclusive basis and shall include only Navajo Nation taxes and other related cost factors associated with the services described in this document. RPCS is exempt from State Taxes, so any state taxes should not be included.
 - a. Submitting pricing must identify the cost for all equipment, supplies and labor, including any costs for campus assessment, project management, documentation, travel, taxes, etc. All taxes, including sales taxes, must be identified separately.
 - b. Submitted pricing must include all items and services identified in the Scope of Work and in the quantities specified; no partial quotes will be accepted.
- 6) **CONTRACT AWARD:** It is anticipated that a contract under this RFP may be awarded to multiple offerors or may be awarded to a single offeror. Contract award will be based on evaluation criteria set forth in this Solicitation.
- 7) **CANCELLATION:** RPCS reserves the right to cancel the whole or any part of this contract without cause prior to the contracted project start date. RPCS will issue a written ten (10) day notice of such cancellation.

- 8) **VENDOR SUMMARY:** Vendor shall provide a brief history of its company that includes its philosophy of doing business. Generally, RPCS will not accept a bid from a business less than three years old or which has failed to establish a proven record of business.
- 9) **EVALUATION SCHEDULE:** The Proposals will be initially evaluated for conforming to the requirements of the RFP. Then a technical score will be given. The Proposals with the highest scores may be interviewed to determine the best interests of RPCS.
- 10) **AWARD BASIS:** The successful offeror will be determined by Evaluation Criteria including but not limited to pricing or other incentives offered. RPCS reserves the right to award as many terms contracts for the services as may be in the best interest of RPCS. Awards will not be made based on price alone.
- a. Any deviation from the general terms and conditions or exceptions taken shall be described fully and appended to the bid form on the offeror's letterhead over the signature of the person signing the proposal form. Such appendages shall be considered part of the offeror's formal solicitation. For the absence of any statements of deviation or exception, the proposal shall be accepted as in strict compliance with all terms and conditions.
 - b. If a contractor receives a proposal award, an order is placed and contractor is unable to meet the delivery requirements, meet service requirements, or material that meets the RPCS's needs as outlined in this Request for Proposal, or is unable to hold proposal price, or fails to provide product or service within a reasonable period of time, and/or fails to provide product complying with proposal specifications, as determined by RPCS, RPCS reserves the right to go to the next lowest proposal price of equal quality which meets proposal specifications. If the proposal item delivered does not meet specifications or is received in an unsatisfactory condition and is in a damaged or unusable condition, or if the service is unsatisfactory, contractor must pick up the item immediately and replace to RPCS's satisfaction at no additional charge, or issue full credit; for service a return visit must be re-scheduled within 24 hours. Rejected items must be removed from the District's premises by vendor upon verbal notification.
- 11) **EVALUATION:** Awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to RPCS taking into consideration the evaluation factors set forth in the Request for Proposals. Representatives of RPCS will evaluate the proposals and score them from the most likely to the least likely to meet the requirements as outlined in the RFP. If several proposals are very closely ranked, RPCS may call for interviews to assist in the decision making. In addition to interviews RPCS reserves the option to call for and enter into discussions with the firms considered most likely to meet the requirements for the

purpose of negotiations, on pricing and/or portions of the proposal, if considered by RPCS to be in the best interest of RPCS. During the course of the selection process, all prospective companies are cautioned not to contact School Board Members or Selection Committee Members, or attempt to persuade or promote through other channels. Committee members will read, review and evaluate the proposals based on the evaluation criteria. A point formula system will be used to evaluate the offers. RPCS may call for interview to clarify information received in the proposal. Firms may be asked to host a site visit and/or interview with the Selection Committee, they may also be asked to revise or modify their proposals following the receipt of other information. However, offering firms are cautioned that RPCS may proceed with an award, on the basis of information received in the original proposal and subsequent interviews (if held) without calling for additional discussions or best and final offers.

- 12) **VENDOR REGISTRATION:** Prior to submission of the proposal, the offeror shall have a completed Verification of Receipt of Solicitation on file with RPCS.

Requirements for Proposal Preparation

Documents that you should include in your proposal are:

- 1) Background information on your company
- 2) Contact information
- 3) List of tech support reps
- 4) Other school references/recommendations
- 5) Certifications of any fields in technology
- 6) Goals that you plan achieve with RPCS
- 7) Advantages/disadvantages (tech wise and physically)
- 8) Recently completed projects
- 9) W-9 Form (Page 11)

Please include above documents when submitting your Proposal.

Evaluation and Award Process

After RPCS has received enough proposals, RPCS's IT staff will meet with the Business Manager and CEO to make a decision. The main points that RPCS will look for is:

- 1) Location of the company
- 2) Stability of the network connection
- 3) Timeline of project completion from completed projects
- 4) Reliability of the company
- 5) Recommendations from other schools that the vendor has worked with
- 6) Price of quote

If a proposal either excels or meets majority of the requirements, the vendor will be contacted by RPCS for further questions or requests. Once RPCS has gathered more information on the proposed vendor, a final decision will be made. Once a

vendor has been awarded, all other vendors will be contacted via email whether they were chosen or rejected to ensure proper communication.

Process Schedule

As stated in the Calendar of Events, in between the dates of the Release of the RFP, November 6th 2023, to the Closing date of the RFP, November 27th 2023 at 5:00 pm, will be the time when RPCS will accept incoming proposals.

Please note that the last day to submit inquiries is November 24th 2020.

After the closing date, Committee will overlook the accepted proposals and will determine which proposal will best suit RPCS.

RPCS will present the proposals in front of the board members for approval on December 13th 2023 at 5 pm.

Once a decision has been made, RPCS will then contact the awarding proposal and proceed with creating a contract.

All other proposals that have been denied will be contacted via email or mail with an explanation from the Technical Contact.

W-9 Form

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	6 City, state, and ZIP code	Rock Point Community School PO Box 560, Hwy 191 Rock Point, AZ 86545
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number	
or	
Employer identification number	

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Points of contact for future correspondence

This RFP is issued by Rock Point Community School, PO Box 560 Highway 191, Rock Point, Arizona, 86545.

The points of contact for all questions or requests for additional information are:

Technical Inquiry Contact:

Erin Toadlena
Rock Point Community School
PO Box 560 Highway 191
Rock Point, Arizona 86545
erin.toadlena@rpcsaz.org
928-659-4616

Contracting Contact:

Erkwana Johnson
Rock Point Community School
PO Box 560 Highway 191
Rock Point, Arizona 86545
Erkwana.johnson@rpcsaz.org
928-659-4617

All contact with personnel employed by Rock Point Community School except for the contact persons named above with respect to this RFP shall be prohibited. Improper contact may constitute grounds for rejection of your proposal.

School Location

Rock Point Community School (K-12)

Latitude: 36.7170

Longitude: -109.6178

