



REQUEST FOR QUOTE (RFQ)

Posted: December 1, 2023

Due Date: February 9, 2024

Options for Youth - Duarte Inc., (OFY-D) is requesting quotes for Hardware and IT Services.

Options for Youth - Duarte Inc., is a year-round WIOA-aligned blended learning public charter school serving 3,593 students in 6 regions and 19 school sites throughout the greater Los Angeles County area. Our school mission states: *"Our schools create an educational choice for all students. Our staff connects with students to empower and inspire them to achieve their goals and make their dreams a reality."*

OFY-D is seeking Hardware and IT services to assist in our charter school operations and we encourage all interested vendors to submit a quote. This Request for Quote document is available on OFY-D's website: <https://ofy-d.org/>

A copy of the proposed **Scope of Work** is attached below. Interested vendors are not required to submit a quote covering the entire scope of work. OFY-D will accept quotes covering all or any portion of the services outlined in the Scope of Work. Please ensure that any quote submitted clearly indicates which services are included in the quote. OFY-D reserves the right to negotiate final terms and conditions of contract including the Scope of Work.

All quotes should be submitted on company letterhead and include a bid or estimate of cost for the services being offered. Supporting documentation such as customer references, statements of qualifications, company history, alternative fee schedules, etc. are welcomed. Please submit quotes by the due date above to:

Teresa Carey
Assistant Principal of Instructional Operations
teresacarey@ofy.org

OFY-D staff will diligently review all submitted quotes and make a recommendation to Options for Youth - Duarte's Board of Education. It is anticipated that OFY-D will award the contract with the term of the contract commencing July 1, 2024.

Please contact Teresa Carey using the above contact information, should you have any further questions. OFY-D looks forward to receiving your quote.

Sincerely,

Options for Youth - Duarte, Inc.

Scope of Work

- I. Network Design and Set-Up - Network infrastructure planning, System design, installation, configuration, training and documentation
 - A. Setup and manage internet service provider accounts
 - B. Setup of network equipment including routers, switches, and wifi equipment
 - C. Setup of servers, desktops, laptops, Chromebooks, printers and scanners upon request from school
 - D. Setup and maintain surveillance systems
 - E. Setup of phone systems
 - F. Setup of G-Suite infrastructure including Gmail, Drive, Team Drive, user permissions
 - G. Work with Student Information Systems provider to develop and maintain the Student G-Suite and Student Information System integration
- II. General Maintenance, Support, and Repair - Routine hardware checks, software updates, OS updates, and File-structure related services
 - A. Maintain high system availability with minimum downtime
 - B. Install all upgrades for desktops, laptops, Chromebooks, servers, security cameras, DVRs, and network equipment
 - C. Repair laptops, desktops, Chromebooks, and servers
 - D. Manage security equipment with regular updates and access rights
 - E. Manage, maintain, and enhance all web services including but not limited to secure email, video-conferencing, media streaming and portals, telephone, VOIP, IVT services, and mobile devices
 - F. Review and maintain all necessary vendor licenses
 - G. Create and manage staff Windows, Google, Okta, and Workday accounts
 - H. Provide a ticketing system for staff to be able to enter requisitions and a call center for staff who need immediate support
 - I. Manage and maintain an inventory tracking system for computers, laptops, cell phones, and desktops.
 - J. Manage and maintain RFID door entry systems
- III. Hardware and Software Installation
 - A. Provide on-site evaluation and planning
 - B. Install hardware and application software, including, but not limited to, RAM upgrades, hard-drives, peripherals, specialty hardware, and industry-specific software
- IV. Hardware and Software Troubleshooting
 - A. On-site Support
 - B. Remote Support
 - C. Call Center Support
 - D. Email Support
 - E. Isolation of the cause of the problem(s) in the computing environment and repair as needed

- V. IT Needs Assessment and Consulting Support - Evaluation of hardware and software, IT purchases, IT analysis, IT solutions, and technology best practices
 - A. Provide purchasing guidance on IT items purchased through various vendors
 - B. Maintain strong communication with school staff in regular meetings, as needed
- VI. Systems Integration - Installation of hardware or software into an existing computing environment. Analysis, design, vendor reviews, assistance with requests for proposals and quotes, vendor evaluations, pilots, setup, coordination, implementation, training, and documentation of any necessary infrastructure, hardware or software as requested by the school.
 - A. Manage and maintain OKTA integration with Workday
 - B. Manage and maintain Workday integration with Active Directory
 - C. Manage and maintain Help Desk logins by integrating with Workday accounts
 - D. Manage and maintain online learning platform integration with student G-Suite and Student Information System accounts
 - E. Manage and maintain System Center Configuration Manager
 - F. Manage and maintain Student Information System integration with Active Directory
 - G. Manage and maintain Student Information System integration with G Suite for student accounts
- VII. Network Monitoring - Monitoring of Options For Youth - Duarte's network (Network Operating Center, corporate and remote sites) 24 hours per day, 7 days per week, and 365 days per year
 - A. Manage and maintain critical servers in the cloud and colocation environment
 - B. Manage critical routers and managed switches
- VIII. Data Backup and Data Recovery - Development and implementation of backup and data recovery services
 - A. Manage and maintain Cloud Environment including G Suite products
 - B. Manage and maintain colocation environment
- IX. Rapid Response Service - General on-site services are usually delivered within a 12–48 hour timeframe. Rapid-response service is delivered within a 1–4 hour timeframe as available. Additional fees may be billed for special circumstances that require temporary loan of hardware or other items. Specific details are discussed at time of service request.
 - A. Daily on-site field technicians that travel to the school sites should be available to help staff with technology needs/issues/problems
- X. 24-Hour Emergency Service
 - A. After hours onsite service is from 5pm to 8am, Monday through Sunday, and is delivered within a 1–4 hour timeframe
- XI. Google Accounts and Services - Support for ongoing cloud infrastructure which includes staff and student accounts and Chromebooks
 - A. Setup, support, and maintenance of cloud computing infrastructure
 - B. Setup and support for G Suite products (Drive, Calendar, Gmail, Team Drives)
 - C. Setup, support, and maintenance of G Suite user/device policies and permissions
 - D. Setup, support, and shipping for Chromebooks
 - E. Integration of student Chromebooks into the classroom
 - F. Web-Filters for student/staff Chromebooks
 - G. Custom kiosk apps to provide a one-click solution for student resources on Chromebooks

XII. Short Term Enrollment and Intersession Support

- A. Coordinate with Leadership to meet their needs for Summer
- B. Provide recommendations for hardware for Staff and Students as requested
- C. Configure and deliver additional computers and printers for Staff and Students
- D. Provide extended IT support for Centers during hours outside 8-4 as needed
- E. Create and manage Summer Staff and Student accounts