
Request for Proposal (RFP) for IT Managed Services

Issued by: Options for Youth - Duarte, Inc

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1. Introduction

Options for Youth-Duarte is seeking proposals from qualified IT Technology Service Providers (TSPs) to provide comprehensive IT support, services and security for our charter school. The selected TSP will be responsible for ensuring the smooth operation, security, and maintenance of our IT infrastructure, supporting both staff and students. Options for Youth-Duarte is a year-round WIOA-aligned blended learning public charter school. We serve approximately 3,700 students in 6 regions and 18 school sites throughout the greater Los Angeles County area, in addition to an Online Program option. Our school mission is to “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.”

2. Scope of Work

The scope of work includes, but is not limited to, the following services, products and support.

Staff Support

We are looking for support and security services for the staff at each of our school sites. To the extent possible we want our staff to have all technology resources available to them when needed, and when not possible to have those resources again available, as soon as possible. To help ensure our goals are met the following services need to be included:

- Technology support for teachers for all information technology products including hardware, software, and services. Support will be provided remotely, onsite, or via automated agents as needed.
- Automated monitoring, maintenance, and service for workstations with software agents installed that integrate into the TSP's (Technology Service Provider) ticketing system. Modern TSPs use a variety of software agents to help provide the best support for staff computers. These software agents need to integrate into the TSP's RMM (remote monitoring & maintenance) and Ticketing systems. You will need to provide the agent software, RMM and Ticketing systems you will put in place to meet this requirement.
- Remote diagnostic software installed on all staff computers to help provide secure, efficient and non-obstructive issue resolution. The remote diagnostic

system must provide significant security features including role-based permissions, 256-bit AES encryption, and multiple authentication methods, along with premium audit reporting capabilities. You will need to provide the software you will be using to meet this requirement.

- Management software installed on all school center computers that perform automated preventative maintenance activities and support scripting to allow consistent, scheduled activities to run on computers. This software will also provide hardware and software change reporting. You will need to provide the software you will be using to meet this requirement.
- Inventory software installed on all school center computers that provide continually updated hardware specifications and installed software reports. Reports need to be provided by school, region, and center.
- Setup of new computers and the upgrade and repair of existing computers and Chromebooks as requested.
- Software account setup, installation and management (Google Workspace for Education, Microsoft Windows, Microsoft Office Desktop, OKTA, Workday, Tableau, Adobe CCS and Acrobat).
- Sangoma PBXact VoIP phone system user maintenance and configuration.
- Verizon Wireless mobile device management and configuration services.

Student Support

We are looking for support for the student infrastructure and not direct support to students. The following support services will be required.

- Ordering, preconfiguring, and delivering Chromebooks with Zero-touch enrollment. Chromebook enrollment needs to include the capture of the school center and Chromebook devices need to be organized by OU (organizational unit) in the Google Workspace account.
- Troubleshooting and repair services for student Chromebooks.
- Setup and management of student Google Workspace accounts. Student accounts need to be organized by OU (organizational unit) to allow reporting by region and school center.
- Provide quarterly Chromebook inventory reporting by region and school center.

Network Support

- Wireless 5G Internet backup service will be provided for each school center. The backup Internet service will be integrated with the school center's firewall appliance and automatic failover configured to provide continuous Internet access.
- Installation and management of a firewall security appliance for each school center. The firewall appliance needs to be subscription based with IPS (Intrusion Protection), Gateway Malware Protection, Geo-IP filtering, Botnet filtering and Content Filtering.
- Monitoring of Internet circuits for each school center will be provided. Internet failures will generate TSP alerts and tickets for immediate action.
- Monitoring of all critical local network devices will be installed. Network failures will generate TSP alerts and tickets for immediate action.
- Managed security patching for Windows/Mac OS and third-party applications with whitelist service for OS patching. If patch installation is delayed or fails an automated system should attempt remediation. If unsuccessful, an action ticket needs to be created to notify the TSP to take action.

Application & Device Support

- Maintenance of the Google Workspace for Education account.
 - Administration of staff user accounts.
 - OU (Organization Unit) maintenance for organization and reporting.
 - ChromeOS Device Cloud Management maintains the Google Device policies by periodically reviewing existing and new policies with school leadership.
 - Google GCPW (Google Credential Provider for Windows) installation and management on all staff computers to help provide administrative support and security support.
 - Google Workspace Application access to provide access to staff and student applications.
 - Student Print Management to provide managed printing services for student Chromebooks at each school center.
 - Security Configuration & Maintenance
 - Provide Reporting for users, devices and settings by region and/or school center.



- Adding kiosk apps to provide a one-click solution for student resources on Chromebooks.
- Sangoma PBXact VoIP phone system maintenance and configuration. The TSP should have partner status with Sangoma to provide an adequate level of support.
- Verizon Wireless mobile device management and configuration. TSP will implement Verizon Cost Centers and provide device inventory reports by school center.
- Halo Smart Sensors used to notify school center leadership of inappropriate activity.
- Ricoh Copier Printing and Scanning support.
- Raptor Technologies VisitorSafe Visitor Management Systems.
- VIBE and SMART digital whiteboards
- Reolink Security Camera System
- Support for all computer devices (eGaming computers, tablets, shared computers, application computers, and all other computers).
- Support for standalone and network printers, scanners, and 3D printers

Cyber and Network Security

- Installation and management of a firewall security appliance for each school center. The firewall appliance needs to be subscription based with IPS (Intrusion Protection), Gateway Malware Protection, Geo-IP filtering, Botnet filtering and Content Filtering. You will need to provide details of the firewall security system you will be installing.
- Managed endpoint antivirus security software for Windows/Mac workstations. The antivirus software needs to be integrated into a management system that reports if virus definitions are outdated and when viruses have been found. Events need to create action tickets for the TSP. You will need to provide the endpoint antivirus software you will be providing and the management system it will be connected with.
- Managed security patching for Windows/Mac OS and third-party applications with whitelist service for OS patching. If patch installation is delayed or fails, an automated system should attempt remediation. If unsuccessful, an action ticket

needs to be created to notify the TSP to take action. You will need to provide the security patching system you will be implementing.

- MDR (Managed Detect and Response) advanced endpoint protection for Windows computers with 24x7x365 SOC (Security Operations Center) monitoring. The SOC needs to have SOC 2 and SOC 3 certification. The SOC needs to have a published remediation plan in place with direct and ticket communications in the event of an incident. You will need to provide the MDR product you will be installing and provide SOC certification documentation.
- DNS (Domain Name System) content filtering to protect unauthorized web access by staff and students that violate organizational policies. You will need to provide the DNS content filtering product you will be implementing.

Vendor Management

We are looking for you to manage vendor relationships that are used within our school centers by staff and students. Vendor management will include support and licensing management. The following is a current list of vendors. The vendor list is not comprehensive and is subject to change.

- Spectrum Internet Service Provider
- T-Mobile 5G Internet Service Provider
- Chromebook manufacturers Dell, Lenovo, HP and Acer.
- Windows desktop and laptop computer manufacturers.
- Sangoma Management for VoIP phone systems and SIP telephone service.
- Google Workspace for Education
- Verizon Wireless Mobile
- Halo Smart Sensors
- Raptor Technologies Visitor Management
- 9Dot HR and Accounting Services
- EDI StudentTrac Student Information Services
- Skyrocket Education



Purchasing Support

The TSP will provide assistance to school leadership with the evaluation and sourcing of technology hardware and software products to help meet the school's goals.

Professional vCIO Services

The TSP will provide virtual Chief Information Officer (vCIO) services to the school, regions, and individual centers as needed. These services will include the following.

- Regular technology organizational reviews to review your network performance, identify any problem areas and provide you with an overall review of your IT operations.
- Technology solution engineering and project planning services when needed to assist with technology projects outside of the scope of this request for ongoing support. When requested the TSP will be expected to provide a complete project plan detailing the effort required.

3. Service Delivery

Service Plan Requirements

- Help Desk with technical live answer of all calls between 8:00am and 5:00pm PST Monday through Friday.
- Email-based ticketing system for submitting service requests.
- Web-based ticketing system for submitting new and managing existing service requests.
- Task Tray Widget application for seamlessly submitting new tickets.
- Detailed description of the services provided under the proposed plan.
- Support technicians available outside of normal hours.
- Explanation of how services will be delivered and managed.
- Description of the tools and technologies used for monitoring and maintenance as requested throughout this proposal.

Support and Response Times

- Details on support availability which needs to include on-site and remote support as required to resolve the support issue.



- Help Desk calls answered by live technical support at a 95% rate.
- Email-based service requests processed and assigned within 15 minutes of receipt with staff access to the ticketing system for routine and timely updates.
- Web-based service requests processed and assigned within 15 minutes of receipt.
- Task Tray widget-based service requests processed and assigned within 15 minutes of receipt.
- After-hours support calls available between 6:30am until 9:00pm PST every day.

4. Proposal Requirements

Proposals should include the following information:

Company Profile

- Overview of the company, including years in business and areas of expertise.
- Examples of similar projects completed for other non-profit organizations.
- References from current or past clients.

Pricing

- We require fixed monthly charges for the proposed services billed monthly by school center.
- Provide any additional costs for project work or significant changes to the infrastructure to onboard your services.

4. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and qualifications of the TSP.
- Quality and comprehensiveness of the proposed service plan.
- Cost-effectiveness of the proposal.
- References and past performance.



- Ability to meet the specific needs of the school.

5. Submission Instructions

Proposals must be submitted by February 14, 2025 to teresacarey@ofy.org. Any questions regarding this RFP should be directed to Teresa Carey at the following location:

Teresa Carey
2001 N. Long Beach Blvd.
Compton, CA 90221
424.344.0394
teresacarey@ofy.org
