


<p>Request for Proposals</p> <p>Technology Services</p> <p>August 2023</p>	 <p>South Shore Charter School</p>
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South Shore Charter School is seeking competitive proposals for technology services.

Proposals are due no later than 5:00pm on February 1st, 2023.

The last day for questions is January 31st, 2023. No phone calls, please.

School Overview

South Shore Charter School is a tuition-free public charter school serving approximately 150 students in kindergarten and first grade in Central Islip, NY. Its mission is to cultivate in students the tenacity, integrity, and curiosity needed to become innovative and socially responsible leaders, ready to face and solve the ever-changing challenges facing our society.

Additional information on the school is available at www.southshorecharterschool.org.

Timeline

Responses must be received by 5:00 pm on February 1st, 2023. Anticipated award notification and contract start dates are provided below. Contract start dates are negotiable.

Service	Anticipated Notification Date	Anticipated Contract Start Date
Technology Services	March 1, 2023	August 1, 2023

This schedule reflects anticipated dates but may be modified by South Shore Charter School at any time in its sole discretion.

Contact Information

All communication regarding this RFP shall be delivered via e-mail only (no telephone calls) to dmattison@southshorecharterschool.org and rmiller@southshorecharterschool.org. Please include your point of contact's email to get answers to questions, updates, etc.

Site Visits and Presentations

Please note that the facility is currently undergoing renovation. Please direct all facilities related questions by email to dmattison@southsorecharterschool.org and rmiller@southshorecharterschool.org.

Response Submission Guidelines

Responses to the RFP must be no more than thirty (30) pages, plus an appendix for personnel resumes and/or qualifications. Pages must be 8½" x 11".

All responses must be submitted via PDF to dmattison@southsorecharterschool.org and rmiller@southshorecharterschool.org.

The following actions may disqualify bids:

- Late submission of response.
- Submission of response in formats other than PDF (e.g., hard copies, Word, PowerPoint).
- Submission of response in manners other than through the upload link provided above.
- Inquiries/questions regarding this RFP or RFP that are directed to any other South Shore Charter School representative, vendor, agent, or email address other than dmattison@southshorecharterschool.org and rmiller@southshorecharterschool.org

Scope of Work

South Shore Charter School is requesting proposals for the following services:

Service	Description & Requirements
Technology Services	<p>Service Overview</p> <ul style="list-style-type: none">•State your service approach, your norms for communication and your philosophy for supporting a brand-new school. <p>Professional Development</p> <ul style="list-style-type: none">•Provide an overview of the support you would provide to develop a new school. Provide training for different software. <p>a. Initial Assessment</p> <p>Create an inventory system for all school IT related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.</p>

b. Desktop Applications Support

Performance of basic support functions, including the installation of PC's, laptops, printers, peripherals and software; training and educating users; diagnosis and correction of desktop application problems; configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed. Assist designated ILM personnel with hardware and software purchases as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of ILM's computer related hardware.

c. Server Administration

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly and properly performed; maintain the maintenance records on the equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation. Set up new users and edit or remove existing users in the environment to be sure that users have proper access or restrictions as may apply to ILM data files.

d. Network Administration

Scope of activity includes all ILM equipment including switches, firewalls, routers, wireless access points, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Manage backup and disaster recovery systems. The scope also includes primary installation of network printers, scanners, and copiers, to include those being used locally. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Maintain ILM campus-wide network diagram.

e. Security and Backup

Maintenance of virus/malware detection and spam reduction programs on ILM's servers, email, computers and laptops. Perform periodic security audits and notify ILM IT personnel immediately of suspected breaches of security or intrusion detection. The scope also includes a data backup policy with procedures in place to handle daily, weekly and monthly backup of the computer data and information, and email (8 users as required by public information laws); procedure to restore systems and data if servers go down and/or individual computers fail.

f. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Keep ILM up to

	<p>date on new technology changes and uses that will enable ILM to increase efficiency and reduce costs. Install new servers, software and hardware and transfer data when required. Strategic planning, design and installation/upgrade of core network systems. Assist with policy formulation and application.</p> <p>g. Help Desk Support End user/school staff support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday – Friday from 7:30am – 5:00pm.</p> <p>h. Onsite Support Provide regular scheduled onsite support to address hardware and software issues. Additional onsite support may be needed for major projects.</p> <p>i. End User Training Provide training for various technology as needed. This would normally be for common software or hardware used in a school setting or new equipment installed. This can be at the request of ILM or when a need is identified by the vendor.</p> <p>j. Public Records Assist, as needed, in public records key word searches through active and archived email and network files of current and former employees as required under NY Public Records laws.</p> <p>k. Alternatives Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.</p>
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Contract Terms

The term of the resulting contract shall be in effect for an Initial Term of two (2) years, commencing on July 1, 2023, and terminating on June 30, 2025. Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement, for a Renewal Term.

Response Requirements

Responses to the RFP should include, at a minimum, the following information:

- Name of the organization, contact person, telephone number, and email address.
- A brief discussion of the company, its organization, services offered, and certifications, etc. Other information may also be included to demonstrate the company’s experience and partnerships.

- Overview of the proposed service delivery model, including services excluded from the proposal.
- Qualifications of proposed staff, including experience with charter schools.
- Resumes/CVs/work histories of proposed staff.
- Information that demonstrates a history of providing successful solutions in the field matter of this RFP.
- Contact information for recent clients to serve as references.
- Cost estimate, including hourly rate or overall cost, discounts for bulk or multiple services, any necessary retainers, and estimated expenses.
- Details of any products and services not included in the proposed price.
- Requirements, if any, the company would request from South Shore Charter School to make the implementation and long-term relationship a success.

Respondent Qualifications

Vendors who are able to provide the services and meet the requirements specified in this RFP are invited to respond. A respondent, by submitting a proposal, represents to South Shore Charter School that:

- It is licensed to do business in New York State;
- It maintains liability insurance and will furnish, if selected to provide services to the school, evidence of insurance;
- It and its employees who will provide services to South Shore Charter School are legally and professionally qualified to provide services in New York State;
- It is not debarred and/or suspended from conducting business with locally or federally funded organizations;
- Within the two years before the anticipated contract start date, it has conducted or will conduct criminal and sex offender background checks for all its employees or subcontractors scheduled to engage with students;
- It possesses or is able to obtain adequate financial resources as required to perform under this RFP;
- It is able to comply with the required or proposed RFP; and
- It has a satisfactory record of integrity and ethics.

Background Checks

Vendors entering into contracts with South Shore Charter School must agree to ensure all of their employees, contractors, and service providers providing direct services at South Shore Charter School have satisfactory background checks, which must include, but are not limited to, a criminal background check.

Vendors also agree to conduct and certify that they have performed due diligence for all employees, contractors, and agents that have direct interaction with children at the School as required by the School Safety Omnibus Amendment Act of 2018.

Background checks for Vendors' employees, contractors, and service providers should be satisfactory as of the first date services are provided and should be updated no less than every two years thereafter. Vendor will sign a certification of due diligence and provide evidence of satisfactory background checks upon request by South Shore Charter School.

Response Evaluation Criteria

South Shore will evaluate responses on a qualitative and quantitative basis. Evaluation criteria may include the following:

- Past experience working with nonprofits, including charter schools in New York State, for provision of relevant services;
- Clarity of goals and objectives;
- Reasonableness of cost structure;
- Capacity for success;
- Potential impact;
- Interviews with senior personnel to be assigned to the school;
- Results of discussions with other clients; and
- Vendor's completeness and timeliness in its response to South Shore Charter School.

The contract will be awarded to the firm, which in South Shore Charter School's judgment, best represents the interests of South Shore Charter School. South Shore Charter School, in its sole discretion, reserves the rights to notify firms for interviews if it deems them necessary; reject specific consultants and team members; approve all sub-consultants, subcontractors, and project team members; and reject any and all responses.