

**Beach Public School District #3
PO Box 368
Beach, ND 58621
Telephone: (701) 872-4161**

Request For Proposal (RFP)

Managed IT Support Services

April 1, 2021

Bid Proposal

The Beach Public School District (BPSD) seeks an experienced firm to provide managed IT support services for two BPSD schools (Lincoln Elementary, Beach High School, and Campus Classroom).

Procurement Officer: Misty Farnstrom, Business Manager

Cover Sheet

Bid Title: Managed IT Support Services		
Date Issued: April 1, 2021	Business Manager: Misty Farnstrom	
Deadline for Questions: May 7, 2021	Telephone: 701-872-4161	Fax: 701-872-3801
Bid Opening Date and Time: May 7, 2021, 3:00 p.m. (MT)	E-mail: Misty.farnstrom@k12.nd.us	
Bid Opening Location: Beach High School, 600 N Central, Beach, North Dakota	Date Delivery Required: Begin services July 1, 2021	

You are invited to participate in this Request for Proposal. Please submit your bid response in conformance with the instructions specified herein.

By submitting a bid response, the bidder agrees and promises to sell, furnish, and deliver to the Beach Public School District (BPSD) all services contained in this Request for Proposal.

Bidder Company Name:			
Street Address:			
P.O. Box:	City	State:	Zip Code:
Toll Free Telephone:	Telephone:	Fax:	
Federal I.D. or Social Security No.:		E-Mail:	
Type or Print Name of Person Signing:		Title:	
Authorized Signature:			
Acceptance (For BPSD Use Only) Bid response accepted and contract awarded.			
By _____		Title _____	
Signature _____		Date _____	

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**SECTION ONE
INTRODUCTION AND INSTRUCTIONS**

1.01

Purpose of the RFP

1. Overview of the RFP Process

Beach Public School District (BPSD) seeks an experienced firm to provide managed IT services for the Lincoln Elementary School, Beach High School, and Campus Classroom, in Beach, ND. This RFP is part of a competitive procurement process which helps to serve BPSD's best interests. It also provides bidders with a fair opportunity for their services to be considered. Sealed bids will be opened at approximately 3:00 p.m. on Friday, May 7, 2021, in the Superintendent's office. Final award of the bids will occur at the regular meeting, unless the board determines more time is necessary for review of proposals submitted.

2. Background Discussion and Goals of BPSD

The BPSD is responsible for providing education in grades Preschool through 12th grade in the Beach Public School District. There are two schools, Lincoln Elementary (PreK-6) and Beach High School (7-12) and a campus classroom at Home on the Range.

BPSD invites bidders responding to this RFP to submit proposals to provide Information Technology Service to Lincoln Elementary School, Beach High School, and the Campus Classroom at Home on the Range from July 1, 2021 through June 30, 2023 (Two Year Contract). The bid must include on-site visits each month with at least **one on-site visit each week** and labor for the full day, as necessary. The bid must include **unlimited on-site and remote support** as necessary each school day throughout the year. The bid price must include the cost of mileage for each trip. The bid should include **375 – 400 hours of labor to perform updates and refresh all technological equipment over the summer months.** BPSD will, in its sole judgment, consider such options and/or alternatives as long as the functionality and minimum requirements of BPSD are met.

1.02

Contact Person, Telephone, Fax, E-mail

**MISTY FARNSTROM, BUSINESS MANAGER
BEACH PUBLIC SCHOOL DISTRICT
PO BOX 368
BEACH, ND 58621
TELEPHONE: 701-872-4161
FAX NUMBER: 701-872-3801
EMAIL: misty.farnstrom@k12.nd.us**

The procurement officer (a/k/a Business Manager) is the point of contact for this RFP. All vendor communications regarding this RFP must be directed to the Business Manager. Unauthorized contact regarding the RFP with other BPSD employees may result in the vendor being disqualified.

1.03

RFP Schedule

- | | |
|---------------------------------------|--|
| 1. Issue Date of RFP: | April 1, 2021 |
| 2. Preproposal Conference: | Site visits can be scheduled by interested bidders through May 7, 2021. |
| 3. Submission of Questions | Questions can be submitted to procurement Officer through May 7, 2021. |
| 4. Deadline for Receipt of Proposals: | May 7, 2021, 3:00 p.m. (MST), Beach School, Beach, ND |
| 5. Review of Bid Proposals | May 7, 2021, 3:00 p.m. (MST), Beach School, Beach, ND |
| 6. Notice of Intent to Award Contract | Anticipated to be awarded May 12, 2021, but reserve right to table a decision if more time is needed for review. |
| 7. Contract Start Date | July 1, 2021 |

This schedule of events represents the BPSD's best estimate of the schedule that will be followed for this RFP. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule will be shifted by the same number of days.

1.04

Return Mailing Address and Deadline for Receipt of Proposals

Mail two copies of a completed and signed Request for Proposal response in a sealed envelope to the address listed below. Bid responses received after the date and time specified on the cover sheet of this Request for Proposal will be rejected.

Envelopes or packages containing proposals must be clearly addressed as described below to ensure proper delivery and to avoid being opened by the BCSO before the deadline for receipt. Envelopes or packages must be addressed as follows:

Managed IT Services Bid
Beach Public School District
Attn: Misty Farnstrom, Business Manager
PO Box 368
Beach, ND 58621

Proposals must be received by the purchasing agency at the location specified no later than 3:00 p.m. (MT) on May 7, 2021.

Proposals may not be delivered orally, by facsimile transmission, by other telecommunication or electronic means. Offerors may fax or electronically transmit signed proposals to a third party who must deliver the proposal to the location indicated above by the date and time designated as the deadline for receipt of proposals.

Offerors assume the risk of the method of dispatch chosen. The Beach Public School District (BPSD) assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the BPSD. An offeror's failure to submit its proposal prior to the deadline will cause the proposal to be rejected. Late proposals or amendments will not be opened or accepted for evaluation.

1.05

Assistance to Offerors with a Disability

Offerors with a disability that need an accommodation should contact the procurement officer prior to the deadline for receipt of proposals so that reasonable accommodation can be made.

1.06

Deadline for Receipt of Questions and Objections

Offerors must carefully review this solicitation. All questions must be in writing and directed to the procurement officer. The procurement officer must receive these written requests by the deadline specified in the RFP Schedule of Events to allow issuance of any necessary amendments. If no deadline is specified, questions or objections must be received at least 5 days prior to solicitation closing.

This will also help prevent the opening of a defective solicitation and exposure of offeror's proposals upon which an award could not be made. Protests based on the content of the solicitation will be disallowed if these faults have not been brought to the attention of the procurement officer, in writing, before the time indicated in the Schedule of Events.

If the question may be answered by directing the questioner to a specific section of the RFP, then the procurement officer may answer the question over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make this determination. Oral communications is considered unofficial and non-binding on the BPSD. The offeror must confirm telephone conversations in writing.

1.07

Approved Vendor Registration Requirements

APPROVED VENDOR REQUIREMENT WAIVED

Proposals will be accepted from vendors that are not currently approved vendors on the State's bidders list. However, vendors who are currently listed on the State's bidders list will be given preference if all other evaluation criteria are equally met between vendors. The successful offeror will not be required to register as an approved vendor; however, the vendor will be required to provide a W-9, if a 1099 reportable service is being provided.

1.08

Pre-proposal Conference

No pre-proposal conference will be held for this RFP. Offerors are advised to carefully review the RFP and submit all questions to the procurement officer by the deadline indicated for submission of questions in the schedule of events. Site visits can be scheduled through May 7, 2021, by contacting the procurement officer. Site visits by offerors prior to submitting a proposal is encouraged.

Offerors with a disability needing accommodation should contact the procurement officer.

1.09

Amendments to the RFP

If an amendment to this RFP is issued, it will be provided to all offerors who were notified of the RFP and to those that have requested a copy of the RFP from the procurement officer.

1.10

News Releases

News releases related to this RFP will not be made without prior approval of the procurement officer or

project manager designated by the BPSD.

**1.11
Notice Provided**

Notice of this solicitation has been provided in accordance with N.D.C.C. § 48.01.2-04.

The Request for Proposal and any amendments to the RFP will be available at the Beach High School office.

**1.12
Letter of Interest**

Vendors interested in receiving any notices related to this RFP are invited to contact the procurement officer with the name of their firm, contact person, mailing address, telephone number, fax number, and e-mail address. The sole purpose of the letter of interest is to provide the purchasing agency with a contact person to receive any notices related to the RFP. Submission of a letter of interest is not a requirement for submitting a proposal.

**SECTION TWO
BACKGROUND INFORMATION**

**2.01
Background Information**

The BPSD is responsible for providing education in grades Preschool through 12th grade in the Beach Public School District. There are two schools, one located at 201 1st AVE SW, Beach, North Dakota (Lincoln Elementary) and another located 600 N Central AVE, (Beach High School) Beach, North Dakota. We also have a campus classroom at Home on the Range.

Fiber internet connectivity is available at each building. The internet is managed through the State ITD division. There is a server at each building, with the main server housed at the Beach High School. There currently are 350+ computers/laptops within the district.

The bid proposal should encompass services and mileage, but should not include merchandise. Any and all merchandise, including but not limited to, system and software licenses and technology equipment, determined necessary will be outside of this contract and the District will retain the right to solicit estimates and purchase from organizations other than the vendor providing managed IT services.

The bid proposal will cover the period from July 1, 2021 through June 30, 2023. State law prohibits the District from entering into long-term contracts, so it is anticipated that annual contract solicitation will occur if services are expected to exceed \$50,000 per year.

SECTION THREE SCOPE OF WORK

3.01 Scope of Work

- Proposal will include the option of a **monthly rate** to be paid once a month and an **annual rate** to be paid upon approval of the bid and contract, for each year, and for all of the following services provided in one contract to be utilized at both schools and the campus classroom.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, telephones, software applications, and peripherals.
- Implement virtual environments, backup plans, active directory, group policies, Exchange Servers.
- Management of the domains, the NAS device, and email. Handle all security requests and set up new users, and manage the security of the entire system.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Performs analysis and repair of computers, computer peripherals, computer network problems, and laser printers.
- Performs analysis, repair and installation of security system equipment, fiber optic, and telecommunications equipment.
- Keeps an updated inventory of all technology equipment in the district. Inventory should be turned in to the District office as requested.
- Screens all orders for software packages to assess the compatibility of the software with current technology equipment after approval from administration has been given for purchase.
- Assists in maintaining a replacement schedule for keeping technology equipment updated with all orders to be approved by the administration.
- Assists with the planning, design and installation of future network expansions as growth demands.
- Ensures software in the school is properly licensed and maintains related records.
- Stays up to date on new technology and makes recommendations to the administration.
- Offers technical support on-site or via phone, email, or through remote connectivity access during business hours Monday through Friday.

1. Bidder Support

- All remote access must meet or exceed industry security standards and be approved by BPSD
- BPSD retains the right to deny, restrict, or control access to the system as needed to protect resources
- Denial of bidder's access to system will not negatively affect normal system operation

2. Installation and Startup

- Bidder will outline the services to be provided in the bid proposal.
- Support contracts should include cost options for 24/7 based support and business day/hour support and what is included. Local support firms are preferable but not required.

- Bids should also include the cost of monitoring and offsite support software systems.

3. System Backup and Recovery

- System should provide a full backup and restoral process to duplicate programs, data and updates from a production machine onto a replacement server of equal or greater specifications and equivalent hardware configuration.
- Bidder provided backup services should be described in sufficient detail to clearly convey the operation, security, and value of this service. Costs for this service will be listed as a line item when a separate cost. If part of a package cost such as annual maintenance, the package will be clearly identified.
- Bidder monitoring services will be described along with the costs for the service.
- Bidder remote repair services will be described along with the costs for the service.
- Time estimate of how long it takes to restore operation on a clean server of comparable specifications will be stated.

3.02

Location of Work

The network server is located at Beach High School in Beach, North Dakota, with another local server at the Lincoln Elementary School location. Computers and iPads, along with other technology equipment, will be located at both Lincoln Elementary School, Beach High School and the Campus Classroom at Home on the Range, in Beach, North Dakota.

3.03

Prior Experience

In order for offers to be considered responsive, offerors must provide information on prior experience for the deliverables included Section 3.02. Please include the following information:

- Provide a **brief history of the firm** and its experience in providing managed IT services.
- Provide **information on those individuals assigned to work with BPSD** including a description of their experience in providing services for similar systems.
- Provide a list of the bidder's **clients comparable to BPSD indicating the length of service** of each account. BPSD may contact and/or visit any of these accounts.
- Preference will be given to firms that have multiple employees on staff who can provide emergency support services at a moment's notice. This is to ensure that valuable time is not lost if someone at the contracted firm solely knowledgeable about the District's IT system is out for an extended period and no one else is available to fulfill the contracted services.

3.04

Federal Requirements

The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

3.05

Contract Schedule

The contract or contracts issued as a result of this solicitation will be for the period from July 1, 2021, through June 30, 2023. The proposal must indicate that bidder is able to meet these requirements.

**SECTION FOUR
GENERAL CONTRACT INFORMATION**

4.01

Contract Term, Extension and Renewal Options

- Provide BPSD the contract BPSD will be requested to sign.
- The bid proposal will cover the period from July 1, 2021, through June 30, 2023. State law prohibits the District from entering into long-term contracts, so it is anticipated that annual contract solicitation will occur if services are expected to exceed \$50,000 per year.

4.02

Additional Terms and Conditions

The BPSD reserves the right to add, delete, or modify terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

4.03

Supplemental Terms and Conditions

Proposals including supplemental terms and conditions will be accepted, but supplemental conditions that conflict with those contained in this RFP or that diminish the BPSD's rights under any contract resulting from the RFP will be considered null and void. The BPSD is not responsible for identifying conflicting supplemental terms and conditions before issuing a contract award. After award of contract:

- (a) if conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and
- (b) if the BPSD's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.
- (c) contractor must furnish proof of bonding and certificate of liability insurance with \$2,000,000 per occurrence coverage.

4.04

Contract Approval

This RFP does not, by itself, obligate the BPSD. The BPSD's obligation will commence when the purchasing agency approves the contract. Upon written notice to the contractor, the BPSD may set a different starting date for the contract.

4.05

Taxes and Taxpayer Identification

The contractor must provide a valid Vendor Tax Identification Number as a provision of the contract.

The BPSD is not responsible for and will not pay local, state, or federal taxes. The State sales tax exemption number is E-5013, and certificates will be furnished upon request by the purchasing agency.

A contractor performing any contract, including service contracts, for the United States Government, State of North Dakota, counties, cities, school districts, park board or any other political subdivisions within North Dakota is not exempt from payment of sales or use tax on material and supplies used or consumed in carrying out contracts. In these cases, the contractor is required to file returns and pay sales and use tax just as required for contracts with private parties. Contact the North Dakota Tax Department at 701-328-1246 or visit its website at www.nd.gov/tax/ for more information.

A contractor performing any contract, including a service contract, within North Dakota is also subject to the corporation income tax, individual income tax, and withholding tax reporting requirements, whether the contract is performed by a corporation, partnership, or other business entity, or as an employee of the contractor. In the case of employees performing the services in the state, the contractor is required to withhold state income tax from the employees' compensation and remit to the state as required by law. Contact the North Dakota Tax Department at 701-328-1248 or visit its web site for more information

**4.06
Proposed Payment Procedures**

The BPSD will make payments based on a negotiated payment schedule. Monthly progress and system performance reports will be required.

**4.07
Contract Funding**

Payment for the contract is subject to funds already appropriated and identified.

**4.08
Payment Terms**

No payment will be made until the purchasing agency approves the contract and vouchers submitted for services provided in accordance with contract provisions.

Payment for services received under contract will normally be made within 30 calendar days after receipt and acceptance by the purchasing agency or after receipt of a correct invoice, whichever is later. Payment inquiries must be directed to the purchasing agency.

**4.09
Contract Personnel**

The project manager designated by the purchasing agency must approve any change of the contractor's project team members named in the proposal, in advance and in writing. Personnel changes that are not approved by the BPSD may be grounds for the BPSD to terminate the contract.

**4.10
Termination for Default**

If the project manager designated by the purchasing agency determines that the contractor has refused to perform the work or has failed to perform the work with diligence as to ensure its timely and accurate completion, the BPSD may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work. If annual payment was made, then expectation is prorated return of funds to BPSD for remainder of the fiscal year.

**4.11
Open Records Laws - Confidentiality**

Any records that are obtained or generated by the contractor under this contract are subject to North Dakota open records law regarding public records and handling of confidential information.

**4.12
Work Product, Equipment, and Material**

All work product, equipment or materials created or purchased under this contract belong to the BPSD and must be delivered to BPSD at BPSD's request upon termination of this contract, unless otherwise

agreed in writing by the purchasing agency.

**4.13
Independent Entity**

The contractor is an independent entity under this contract and is not a BPSD employee for any purpose. The contractor retains sole and absolute discretion in the manner and means of carrying out the contractor's activities and responsibilities under the contract, except to the extent specified in the contract.

**4.14
Assignment**

Contractor may not assign or otherwise transfer or delegate any right or duty without the BPSD's express written consent.

**4.15
Disputes - Applicable Law and Venue**

Any dispute arising out of this agreement will be resolved under the laws of the State of North Dakota.

**SECTION FIVE
EVALUATION CRITERIA AND CONTRACTOR SELECTION**

A non-numerical rating system will be used, with well-documented comments by the evaluation committee using the following criteria.

**5.01
Understanding of the Project**

Proposals will be evaluated against the questions set out below:

- [a] Has the offeror demonstrated a thorough understanding of the purpose and scope of the project?
- [b] How well has the offeror identified pertinent issues and potential problems related to the project?
- [c] Has the offeror demonstrated an understanding of the deliverables the BPSD expects it to provide?
- [d] Has the offeror demonstrated an understanding of the BPSD's time schedule and can meet it?
- [e] Is the proposal submitted responsive to all material requirements in the RFP?

**5.02
Methodology Used for the Project**

Proposals will be evaluated against the questions set out below:

- [a] Does the methodology depict a logical approach to fulfilling the requirements of the RFP?
- [b] Does the methodology match and achieve the objectives set out in the proposal?
- [c] Does the methodology interface with the time schedule in the proposal?
- [d] Does the methodology have provisions for quality assurance?

**5.03
Management Plan for the Project**

Proposals will be evaluated against the questions set out below:

- [a] How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?
- [b] How well is accountability completely and clearly defined?
- [c] Is the organization of the project team clear?
- [d] How well does the management plan illustrate the lines of authority and communication?
- [e] To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?
- [f] Does it appear that offeror can meet the schedule set out in the RFP?

[g] Has the contractor gone beyond the minimum tasks necessary to meet the objectives of the RFP?

[h] Is the proposal practical, feasible?

5.04

Experience and Qualifications

Proposals will be evaluated against the questions set out below:

Questions regarding the personnel.

[a] Do the individuals assigned to the project have experience on similar projects?

[b] Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the RFP requires?

[c] How extensive is the applicable education and experience of the personnel designated to work on the project?

Questions regarding the firm.

[d] Has the firm demonstrated experience in completing similar projects on time and within budget?

[e] How successful is the general history of the firm regarding timely and successful completion of projects?

[f] Has the firm provided letters of reference from previous clients?

[g] If a subcontractor will perform work on the project, how well does it measure up to the evaluation used for the offeror?

5.05

Contract Cost

Any prompt payment discounts terms proposed by the offeror will not be considered in evaluating cost. The cost amount used for evaluation may be affected by the application of North Dakota preference laws (N.D.C.C. § 44-08-01). The lowest cost proposal will carry the most weight, only if the scope of the project is adequately addressed.