



## **Request for Proposal (RFP)**

### **Technology Services, Data Management, and Staff Support**

Issue Date: June 3, 2024

Proposal Due Date: June 18, 2024

*Revision as of June 15, 2024: Proposal Due Date July 3, 2024*

#### **Introduction**

Monte del Sol Charter School is requesting competitive formal proposals from qualified vendors to provide Educational Technology Services, Data Management, and Staff Support. The purpose of this RFP is to invite vendors to submit proposals for consideration.

Monte del Sol Charter School is located at 4157 Walking Rain Road, Santa Fe, NM. Monte del Sol educates and inspires Santa Fe's diverse population in grades 7 through 12, by building strong relationships and creatively engaging the local and global community. Monte has approximately 360 students and approximately 50 staff.

#### **Overview**

Project Title: Technology Services, Onsite Data Management, and Staff Support

Scope of Work: The requested services are divided into three categories 1) IT services, 2) Data Management, and 3) Staff Support.

Project Timeline: Provide services annually on a contract basis (RFP term 7/1/24 – 6/30/27)

#### **Proposal Requirements**

Proposals should include the following information:

Cover Letter: Briefly introduce your company and express interest in the position.

Company Information: Provide an overview of your company, including size, location, and years in business.

Qualifications and Experience: Highlight relevant experience and qualifications, including previous similar projects.

Project Plan: Describe your approach to school IT Management and support.

Budget: Provide a cost proposal for services.

References: Provide at least three references from similar projects.

Additional Information: Any other information you feel is pertinent to your proposal.

#### **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:



Experience and Qualifications: The vendor's experience and qualifications to undertake the full scope of work.

Cost: The overall cost and value for money.

References: Feedback from previous clients.

Compliance: Adherence to the proposal requirements and guidelines.

### **Submission Guidelines**

Proposal Submission Deadline: June 18, 2024 by 5:00 PM

Submission Format: Please email a copy of your proposal to [znelsen@montedelsol.org](mailto:znelsen@montedelsol.org)

Contact Information: Dr. Zoë Nelsen, Head Learner (Charter Director), [znelsen@montedelsol.org](mailto:znelsen@montedelsol.org), 505-982-5225 ext. 101, 4157 Walking Rain Road, Santa Fe, NM 87507

### **Terms and Conditions**

Right to Reject: Monte del Sol Charter School reserves the right to reject any or all proposals.

Confidentiality: All information provided in response to this RFP will be considered confidential.

Costs: Any costs incurred by vendors in preparing their proposals are the vendor's responsibility.

Contract Award: The RFP does not commit Monte del Sol Charter to award a contract or pay any costs incurred in the preparation of a proposal.

### **Project Timeline**

RFP Issue Date: June 3, 2024

Proposal Due Date: June 18, 2024

Vendor Selection: June 19, 2024

Project Start Date: July 1, 2024

*Monte del Sol thanks you for your interest in this project and looks forward to receiving your proposal.*



## **Technology Services, Data Management, and Staff Support**

### **Appendix A: Detailed Scope of Work**

#### **Technology Services:**

- Manage the distribution and collection of Chromebooks for students every year.
- Provide laptop, desktop, iPad and Chromebook support for all students and teachers (400 Chromebooks, approx. 100 iPads and other computers and devices).
- Repair desktops, laptops, and Chromebooks and maintain them in good working condition or send to vendor for repair with equipment still under warranty.
- Set up and maintain computer electronics the school owns. (ex. signage)
- Develop, configure, monitor, and maintain network devices and services, which includes servers, switches, modems and fiber optic internet. Also providing VPN connectivity from outside the network.
- Ensure security of data, network access and backup systems.
- Maintain the network cabling in good shape, this includes repairing and improving the existing cabling.
- Installing and maintaining in good working condition, necessary devices in teacher's classrooms to facilitate their work (ex. Big Screen TVs, computers, printers, etc.)
- Monitoring, securing, and maintaining the MdSCS Google email system and other google apps for students and staff.
- Monitoring, configuring and maintaining the Blocks! MDM, to control and manage the students' and teachers Chromebooks.
- Monitor and maintain the camera system and do installations or replacements when necessary.
- Monitor and maintain the Meraki wireless system and do installations or replacements when necessary.
- Identify technological problematic areas and implement strategic solutions in a timely manner.
- Monitor, maintain and repair the Crexendo phone system.
- Develop and maintain a technology plan for the school.
- Provide documentation of network topology and online application passwords.
- Manage, set up and maintain the MdSCS printer system PaperCut {ACDI}. Also provide printing capabilities for students when at the school.
- Network: Switches: 10, Firewall: 1, Access Points: 23
- Computers: Teacher computers: 47 Laptops for staff (Macbooks and Windows), Teachers and staff desktop computers: 17 desktops for staff (Mac and Windows)
- 27 Smartboards in classrooms
- 400 Chromebooks
- Printers managed: 15 printers in classrooms, 5 Leased printers

#### **Data Management:**

- Manage information technology and computer systems.
- Manage online communication tools.
- Support E-Rate funding category 1 and 2 for technological funding for the school.



- Set up, manage, and maintain the PowerSchool SIS (Student Information System).
- Manage, configure, and maintain the yearly Monte del Sol Charter School lottery, intent to return and registration system (Schoolmint).
- Set up, manage, and maintain BrightArrow. BrightArrow is the communication system from the school to parents and students.
- Set up, when necessary, and maintain the sound system for school use in gatherings. Support mentorship events with sound and technology.
- Manage, develop, and maintain databases for Mentorship, inventory and other uses.
- Manage, configure, and maintain the yearly Adobe subscription for students and staff.
- Set up, manage, and maintain Zoom applications for teachers and students.
- Set up, manage, and maintain MdSCS website.

### **Staff Support:**

- Provide digital coaching to teachers and administrators.
- Manage, configure, maintain, and provide necessary support to the different teaching online resources of the school like Math online applications, language learning applications, School photo applications, etc.
- Create an annual technology budget and have it ready to present to business office and or School board.
- Set up and maintain online forms and applications for the community, students and teachers.
- Support School counselors with online reporting technology for seniors.
- Provide support for online teaching for staff and students. Meeting students and teachers to troubleshoot one on one.
- Act as the school's testing technology coordinator, set up and update testing platforms and work directly with the DTC to set up testing sessions.
- Manage, configure, and maintain the school LMS (Learning Management System) Canvas. Also provide the necessary training for school teachers and staff.
- Set up and maintain PowerSchool SIS also provide training and support for teachers and admin.
- Support the registrar office with the necessary data and training for the normal processing of enrollment and grades.

All parts needed to fix devices, components, wiring or network structures and software and necessary subscriptions will be charged to the school. Specialized technical support like printers, website applications and hosting, phone system maintenance and repair, wireless Meraki licenses, and other similar systems are financially provided by the school. The technology director must keep in close communication with these providers to keep systems up to date.