Kamaile Academy

Request for Proposals for IT Services

RFP issue date: May 1, 2024

A OVERVIEW

Background of Kamaile Academy
Kamaile Academy is a public conversion charter school located on the Wai'anae Coast of O'ahu that serves 980 students in Grades PK- 12. We promote innovation and an 'ohana learning style through our curriculum, educational programs, and expanded learning time.

Situated in what would conventionally be labeled a "high need" and "high risk" community, the school community of Kamaile Academy deliberately chooses to focus on the talents, potential, and culture each of our students possesses. Our mission is "to prepare self-directed, self-aware, college-ready learners who will embrace the challenges of obstacles, experience the pride of perseverance and accomplishments, and demonstrate the strength of '*ohana* (family) and community."

Kamaile uses and maintains a multitude of devices, including Windows-based desktops, Windows/Mac-based laptops, Chromebooks, iOS-based tablets, smartboard programs, and other educational software packages. In total, Kamaile Academy has approximately 1,000 devices that support instructional programs. The school uses the Department of Education's iNet for network access.

B RFP OBJECTIVE
Through this RFP, Kamaile Academy seeks Informational Technology (IT) services for SY 24/25, beginning on July 1, 2024, and ending on June 30, 2025, with the option for two one-year renewals.

C SCOPE OF SERVICES
The Scope of Services required for this RFP is detailed below. The intended bidder is to respond the following information. Should additional tasks be determined while the RFP is in progress, Kamaile Academy will send a supplement to the RFP to all intended bidders.

The Scope of Services required for this RFP is detailed below.

Planning and Purchasing
- Working with school administration to support the technological needs of the school. This should include a needs assessment and plan to provide for:
  - Age-study and shelf-life analysis on all existing equipment
  - Projection for future technology needs for population and instructional program
  - Cost analysis
  - Maintenance requirements for new and existing systems
  - Projected community needs in a pandemic environment.

- Install school-selected computer hardware and software as needed for classroom and administration use.
- Work with vendors and use the State of Hawaii's Best procurement practices to request multiple bids a take multiple bids as necessary to make recommendations to the Kamaile administration for new equipment.

Communication/ Consultation
- Communicate daily, if requested, with the designated school administrator regarding inventory, maintenance, repairs, networking student services, staff services,etc.
- Be available to support Kamaile Staff with instructional needs
- Be available to support students with technology needs as it pertains to classroom instruction.
- Develop and maintain relationships with the DOE OITS and school contractors to ensure that the network is operating at the highest performance.
- Work with administration to support and consult on technology needs as they relate to daily operations. Examples include the Food Service Meal Tracker, Email systems, Busing, Attendance or Registration, Assessment Center, Parent communications, networking, phone systems, Copy Center, security cameras, and student and faculty domains.

Prevention, Maintenance, and Updates
- Establish safe network monitoring systems that will proactively detect problems in the network systems.
- Maintain all school technology infrastructure and equipment, including:
    - Chromebooks (600)
    - iPads (300)
    - desktops (100)
    - servers (2)
    - Cart-on-Wheels- COWS - (30)
    - Smart Boards/ Airtame (55)
    - Misc Equipment projectors, document readers, etc (100)
- Perform monthly reviews and ensure that all computers (instructional, non-instructional, and Computers on Wheels) are updated and that the essential operating software are installed.
- Provide major software fixes to educational software used for instructional purposes.
- Install all current and future software for all campus systems.

Repairs and Emergency Support
- Provide technical support for administration, faculty & staff to address their questions and repair requests that are managed through digital request forms.
- Provide unlimited phone support for school-related technology issues, including, but not limited to, network, computers and operating software.
- Provide on-site response to emergencies within 30 minutes of request.

- Purchase parts and shipping on behalf of the school and receive reimbursement at cost.
- Complete repairs of equipment on campus, including Apple equipment and Windows-based equipment. e.g; Laptops, ipads,desktops, document cameras, etc.

Inventory
- Provide school administration with a quarterly report that addresses age study/shelf-life analysis on all school equipment, including the cost analysis of up-keep vs. replacement, etc.
- Establish and maintain systems for inventory tracking (both hardware and software); network mapping and maintenance schedules.
- Conduct annual physical inventory of technology equipment.
- Assist with the disposal of antiquated electronic equipment and ensure compliance with federal/state government electronic disposal guidelines.

Monitoring
- Use of the Department of Education's internet safety protocols and education guidelines which follow CIPA, HIPAA and EPA regulations, allowing the monitoring and proper use of the campus network
- Support the school in implementing systems to provide protection against malware, viruses and other internet risks.
- Monitoring of the school network for bandwidth problems and improper student/staff use resulting in recommendations to administration regarding correcting such situations without violations to individual privacy and/or discrimination.
- Provide maintenance service and programming of current Access Point and Switch Systems.

<u>Selection Criteria</u>
Listed below are the criteria that will be utilized in our selection process. Please note that this is not an inclusive list and that other relevant criteria may be used.

1. Proposed Fee – Please include in your proposal a schedule of billing rates for your engagement team and a proposed fee for this engagement inclusive of out-of-pocket costs. Proposed fee shall be considered firm for the professional services requested above. Any additional fees for services not covered above shall be negotiated separately.

2. Expertise and qualifications of your firm – Your proposal should include reasons why your firm is qualified to perform the requested services.

3. Professionalism and depth of resources – A description of your firm's dedication to professionalism and familiarity with the operations of Kamaile Academy.

4. Previous successful experience servicing the information technology needs of schools and educational institutions.

D   PROPOSAL FORMAT

Follow the outline provided below to ensure that your proposal is complete and addresses all key RFP issues. You must also provide one (1) digital copy of the proposal.

The RFP response shall be organized into the following sections, in the order listed, and include the requested information:

Section I - Introduction

The Title Page identifies your company, name, and address, contact person's name, telephone and fax numbers, email address, and proposal date. Include a brief overview of your organization and how it can assist Kamaile Academy with this RFP.

1. **Company Information**
   a. Background of company
   b. Contact Information
      i. Identify the individual(s) in your organization who will be the point(s) of contact throughout this evaluation process. Please include name, title, mailing address, e-mail address, phone number, and fax number.

2. **Scope of Services Provided**
   a. Describe the scope of services that will be provided, including paid service, no-cost services, and any additional services.

3. **Include a list of applicable representative clients demonstrating your firm's expertise in Information Technology services.**

Section II - Bidder's Contract Prices, Fees and Expenses

When providing the bidder's contract prices, please indicate current rates and the proposed rate. NOTE: An "all-inclusive" rate (covering all travel, fees, and expenses) for differing volumes of service levels is desirable and highly preferred.

In addition to the above, please report separately how your organization responds to the following scenarios and list how rates/expenses would apply:
1. At any stage of an initiative, estimated work and the scope or effort may change. How do you typically handle these situations?
2. Describe your payment terms.
3. Provide details regarding work hours, overtime, or any factor affecting how services or hours are accrued.

E   DEADLINES

The following schedule outlines the approximate timeframe related to this RFP:

RFP issue date:	**May 1, 2024**
Bidders Response Deadline:	**May 15, 2024 5:00 PM**
Notification of Award:	**May 21, 2024**

Note: Please submit questions to Kamaile Academy via email at pkepka@kamaile.org.

F.   MISCELLANEOUS

1. **Modifications**: If modifications, clarifications, or additions to the RFP become necessary, as determined by Kamaile Academy, all Bidders will receive the addenda to the RFP via e-mail.
2. **Proposal Preparation Costs: The bidder will pay for all costs incurred in preparing and presenting the proposal response**.
    a. Any costs incurred in making necessary studies or designs for the preparation will be paid entirely by the Bidder.
    b. All supporting documentation submitted with the proposal response will become the property of Kamaile Academy unless the Bidder requests otherwise in writing at the time of submission.
3. **Final Selection & Award:** Proposals received by Kamaile Academy are subject to the following:
    a. Kamaile Academy, at its sole discretion, may decide to take no procurement action as a result of the RFP and/or may re-bid all or portions of the RFP.
    b. Kamaile Academy reserves the right to accept or reject without consideration proposals that do not address the full requirements of the RFP or that do not reach the designated address and contact before the proposal due date and time identified.
    c. Proposal responses and contents provided by the Bidder will be considered contractual obligations. Any existing agreements with the selected Bidder are construed as representative of minimum terms and conditions between Kamaile Academy and the Bidder. Any new or unique requirements as a result of the RFP response can be added or amended, at Kamaile Academy's option, to the existing agreements. It should be understood that obligations of confidentiality will be an important condition of any resulting contractual arrangement. The selected bidder and all employees performing duties on this project will be required to keep all aspects of this project in confidence.

G   PROPOSAL INSTRUCTIONS

Delivery of Proposals:
Bidders are to submit one (1) complete electronic set via e-mail no later than **5:00 p.m. Hawaii Standard Time (HST) May 1, 2024** to the following e-mail address:

info@kamaile.org

** Note: Kamaile Academy reserves the right to refuse any proposals that do not meet these delivery requirements.

<u>Inquiries:</u>

All inquiries or correspondence should be directed via email (no phone calls) unless otherwise instructed, only to:

info@kamaile.org