



**OPTIONS FOR YOUTH-ACTON, INC.
REQUEST FOR QUOTE**

Hardware IT SERVICES

**POSTED: JANUARY 24, 2022
DUE DATE: FEBRUARY 4, 2022**

To whom it may concern,

Options For Youth-Acton, Inc. ("OFY-A") is requesting quotes for **Hardware IT Services**.

OFY-A is a year-round public charter school serving approximately 1,600 students at eight sites in Ventura County and San Bernardino County, many of whom have not been successful or satisfied with their experience in traditional schools. The network of Options for Youth public charter schools has provided such programs since 1997. OFY-A is seeking services to assist in our charter school operations, and we encourage all interested vendors to submit a quote. This Request for Quote document is available on OFY-A's website.

A copy of the proposed scope of work is attached. Interested vendors are not required to submit a quote covering the entire scope of work. OFY-A will accept quotes covering all or any portion of the services. Please ensure your quote clearly indicates which services are included in the quote. OFY-A reserves the right to negotiate the final terms and conditions of the contract, including the scope of work.

If you would like to submit supporting documentation with your quote (e.g., customer references, statement of qualifications, company history, alternative fee structures, etc.), please feel free to do so. All quotes should be placed on your company's letterhead and include a bid or price estimate. Please submit your quote by the due date above to:

Brianna Villalpando
Assistant Principal of Instructional Operations
bvillalpando@ofy.org

OFY-A staff will review all quotes and make a recommendation to the Board of Directors. It is anticipated that OFY-A will award the contract on or around March 18, 2022, and the term of any resulting contract is anticipated to begin on July 1, 2022.

If you have any questions, or if you'd like to schedule an optional tour of our school facilities, please contact Brianna Villalpando using the contact information above. We very much look forward to reviewing your quote.

Sincerely,

Options For Youth – Acton, Inc.

- I. Network Design and Set-Up - Network infrastructure planning, System design, installation, configuration, training and documentation
 - A. Setup and management of internet service provider accounts
 - B. Setup of network equipment including routers, switches, and wifi equipment
 - C. Setup of servers, desktops, laptops, Chromebooks, printers and scanners upon request from school
 - D. Setup and maintenance of surveillance systems
 - E. Setup of phone systems
 - F. Setup of G Suite infrastructure including Gmail, Drive, Team Drive, user permissions
 - G. Work with Student Information Systems provider to develop and maintain the Student G-Suite and StudentTrac integration
- II. General Maintenance, Support, and Repair - Routine hardware checks, software updates, OS updates, and File-structure related services
 - A. Maintaining high system availability with minimum downtime
 - B. Installation of all upgrades for desktops, laptops, Chromebooks, servers, security cameras, DVRS, and network equipment
 - C. Repair laptops, desktops, Chromebooks, and servers
 - D. Manage security equipment with regular updates and access rights
 - E. Manage, maintain, and enhance of all web services including but not limited to secure email, video-conferencing, media streaming and portals, telephone, VOIP, IVT services, and mobile devices
 - F. Review and maintain all necessary vendor licenses
 - G. Creation and management of staff Windows, Google, Okta, and Workday accounts
 - H. Provide a ticketing system for staff to be able to enter requisitions and a call center for staff who needs immediate support
 - I. Manage and maintain an inventory tracking system for computers, laptops, cell phones, and desktops.
 - J. Management and maintenance of RFID door entry systems
- III. Hardware and Software Installation
 - A. On-site evaluation and planning
 - B. Installation of hardware and application software, including, but not limited to, RAM upgrades, hard-drives, peripherals, specialty hardware, and industry-specific software
- IV. Hardware and Software Troubleshooting
 - A. On-site Support
 - B. Remote Support
 - C. Call Center Support

- D. Email Support
- E. Isolation of the cause of the problem(s) in the computing environment and repair as needed
- V. IT Needs Assessment and Consulting Support - Evaluation of hardware and software, IT purchases, IT analysis, IT solutions, and technology best practices.
 - A. Provide purchasing guidance on IT items purchased through various vendors
 - B. Maintain strong communication with school staff in regular meetings, as needed
- VI. Systems Integration - Installation of hardware or software into an existing computing environment. Analysis, design, vendor reviews, assistance with requests for proposals and quotes, vendor evaluations, pilots, setup, coordination, implementation, training, and documentation of any necessary infrastructure, hardware or software as requested by the school.
 - A. Management and maintenance of OKTA integration with Workday
 - B. Management and maintenance of Workday integration with Active Directory
 - C. Management and maintenance of Help Desk logins by integrating with Workday accounts
 - D. Management and maintenance of Edmentum integration with student G-Suite and StudentTrac accounts
 - E. Management and maintenance of System Center Configuration Manager
 - F. Management and maintenance of StudentTrac integration with Active Directory
 - G. Management and maintenance of StudentTrac integration with G Suite for student accounts
- VII. Network Monitoring - monitoring of Options For Youth - Acton's network (Network Operating Center, corporate and remote sites) 24 hours per day, 7 days per week, and 365 days per year.
 - A. Management and maintenance of critical servers in the cloud and colocation environment
 - B. Management of critical routers and managed switches
- VIII. Data Backup and Data Recovery - development and implementation of backup and data recovery services.
 - A. Management and maintenance of Cloud Environment including G Suite products
 - B. Management and maintenance of colocation environment
- IX. Rapid Response Service - General on-site services are usually delivered within a 12 – 48 hour timeframe. Rapid-response service is delivered within a 1 – 4 hour timeframe as available. Additional fees may be billed for special circumstances that require temporary loan of hardware or other items. Specific details are discussed at time of service request.
 - A. Daily on-site field technicians that travel to the school sites should be available to help staff with technology needs / issues / problems.
- X. 24-Hour Emergency Service

- A. After hours onsite service is from 5pm to 8am, Monday through Sunday, and is delivered within a 1 – 4 hour timeframe.
- XI. Google Accounts and Services - Support for ongoing cloud infrastructure which includes staff and student accounts and Chromebooks
 - A. Setup and support, and maintenance of cloud computing infrastructure.
 - B. Setup and support for G Suite products (Drive, Calendar, Gmail, Team Drives).
 - C. Setup support and maintenance of G Suite user/device policies and permission.
 - D. Setup and support, and shipping for Chromebooks.
 - E. Integration of student Chromebooks into the classroom.
 - F. Web-Filters for student/staff Chromebooks.
 - G. Custom kiosk apps to provide a one-click solution for student resources on Chromebooks
- XII. Summer School Support
 - A. Coordinating with Leadership to meet their needs for Summer
 - B. Providing recommendations for hardware for Staff and Students as requested
 - C. Configuring and delivering additional computers and printers for Staff and Students
 - D. Providing extended IT support for Centers during summer hours as needed
 - E. Creation and management of Summer Staff and Student accounts