

REQUEST FOR PROPOSALS

Information Technology Services

North Lawndale College Prep is accepting proposals from informational technology service companies/professionals. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to NLCP. We invite interested parties to submit a proposal (including a detailed statement of work) by February 22th for our consideration.

Group walkthroughs can be scheduled during the week of February 1st or 8th.

Please submit electronically to Erin Simunovic, Chief of Staff, at esimunovic@nlcphs.org.

OVERVIEW

North Lawndale College Prep (NLCP) is a 501(c)(3), operating two high school campuses on Chicago's west side. For more than twenty years our campuses have fulfilled a mission to ensure graduates leave with the academic, social, and emotional skills necessary to foster the resilience that will enable them to continue thriving as college students and as future professionals. NLCP provides a unique and expansive web of support that helps students overcome the challenges that typically exist in underserved communities and by continuing to be a pipeline for needed resources to and through college. Our staff consists of approximately 80 employees and an annual budget of ~10M. Our goals include improving our student and staff experience through strategic partnership with an IT service provider that embraces service and takes initiative to develop staffing structures, processes and communication that consider and work for our staff and students.

Experience within education is preferred but not required.

PURPOSE

With this RFP, NLCP is requesting information about your company and the IT products and solutions you provide as outlined in the Core Services section. This information will be gathered from several different organizations and used to evaluate provider options.

This RFP is issued solely for information and planning purposes. This document does not commit NLCP to contract for any service, supply, or subscription whatsoever. NLCP will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

ENVIRONMENT

The information below outlines the general demographics of NLCP and our current technical environment.

School Locations

- Collins Campus, 1313 S. Sacramento Drive, Chicago, IL, 60623
- Christiana Campus, 1615 S. Christiana Avenue, Chicago, IL 60623

Number of Employees: 85

Current Technical Environment:

- Core Hardware [*Servers, switches, firewalls, routers, etc.*]
 - 9 Physical Servers
 - 13 Virtual Servers
 - 2 NAS Storage
 - 2 Firewalls
 - 44 Switches
 - 2 Wireless Controllers
 - 54 Wireless Access Points
 - 2 Router
 - 1 Backup Server
 - 41 UPS Devices
- Software Systems [*Email platform, security programs, other software used.*]
 - Office 365

- Google Suite
- Connectivity [*Internet information*]
 - Illinois Century Network
 - AT&T
 - Nextiva
- Remote Access / VPN
- Applications [*Make note if they are on-premise or in the cloud, as well as if you have third-party support for them.*]
 - PowerSchool on-premise
 - PowerSchool Customizations
 - School Website/Linux Server
 - Digital Signage
- Backups, Antivirus and Remote Support Software
 - Datto Local/Cloud
 - Avast Cloud
 - Barracuda Management
- Workstations and other Devices
 - 425 Windows Desktops
 - 267 Windows Laptops
 - 568 Chromebooks
 - 29 Smart Boards
 - 24 Projectors
 - 8 Copiers
 - 116 Printers
 - 2 Surveillance Cameras

CORE SERVICES

- Network and server management, maintenance, security, and support
- Student Information System hosting, maintenance, and customizations
- Procure, prepare, deploy, and maintain all end user devices, including licensing, software, and security management (More enterprise virus software ~ encryption for staff computers)
- Hardware, software and application procurement, management, and support, including
 - Office 365
 - Google Administration
- Host and manage a help-desk to meet staff technical assistance needs.
- On-site level 1 technical support 3 days per week.
- Quarterly status reporting and representative meeting with Chief of Staff

CONTENTS FOR PROPOSAL

Contents of all proposals should include but are not limited to the following:

- Assessment of current network topology
- Scalability Analysis
- ROI for upgrading current infrastructure
- Three business references of current clients

RESPONSE PROCESS

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

Please direct all inquiries regarding to this RFP to:

- Erin Simunovic, Chief of Staff, North Lawndale College Prep

- Esimunovic@nlcphs.org / abriscoe@consultablnc.com (Virtual CIO)
- 773-542-6766 ext. 420

NLCP requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **2/22/2021 at 5pm** to Erin Simunovic.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

PROPOSAL SCHEDULE

Our relationship with AKA, the company we originally contracted with, is intact. They have been invited to submit a competitive proposal and detailed statement of work as well. We fully expect them to continue executing our agreement with fidelity and cooperating with our decision through the end of their contract.

NLCP will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. NLCP is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

Our intention is to hold interviews/presentations with one or more firms during the week of March 8, 2021.

KEY DATES

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distributed to MSPs	1/28/2021
Intent to Respond & Questions Due from MSPs	2/5/2021
Responses Due from MSPs	2/22/2021
Response Analysis / Finalists Selection	3/1/2021
Finalist Presentations	3/8/2021-3/12/2021
MSP Selection / Award Contract	3/26/2021
MSP "Go Live"	5/1/2021

THANK YOU

NLCP looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for NLCP. We appreciate and value your input, expertise, and feedback