

**Trix Academy
20045 Joann St.
Detroit, MI 48205
Request for Proposal (RFP)
Technology Services
Provider**

SECTION 01: OVERVIEW

A. Trix Academy (or the “school”) is an Michigan charter school located in Detroit. Trix serves students in grades K-8 with a total enrollment of ~260 students, with plans to support up to 280 students.

B. **GENERAL SCOPE:** Trix Academy is currently requesting proposals for a Technology Service Provider to support the following areas:

- a. strategic guidance and technology project management
- b. maintenance and support of devices and equipment (break fix or replace), including inventory management of devices and equipment, and help desk support of students and staff. This is performed on a daily basis remotely or onsite.
 - i. **Onsite Support:** Proposals should include the cost for remote support and onsite support. Two separate bids are requested; A minimum of 8 hours per week of onsite support will be required, proposals should include the cost associated with multiple options of onsite support ranging from the minimum of 8 hours to 24 hours a week.
- c. maintenance and support of the core network. This is performed on a semi-monthly basis.
- d. management and physical maintenance of network equipment. This is monitored and maintained on an ongoing basis. When applicable, this service is also performed yearly.
- e. core network products. This is performed as required to maintain the subscription or renew to the SSL certificate(s).
- f. Create a long term technology plan for the school to support the school’s needs.
More detailed requirements can be found below.

C. SELECTION SCHEDULE

Advertisement: This RFP will be published on Trix Academy’s website from **Wednesday, May 1, 2024 to Wednesday May 29,2024.**

Submission of Proposals Due: Proposals will be accepted until 9:00 a.m. Wednesday, May 29, 2024.

Proposal Opening: Proposals will be opened at 9:00 a.m. Wednesday, May 29, 2024

Review of Submitted Proposals: Wed, May 29, 2024 through Wednesday, June 5, 2024..

Tentative Award Date: Approximately Wednesday, June 14, 2024 after board approval.

Bidder to Provide Equipment and Services: July 1, 2024

D. AWARD OF CONTRACT. The contract will be awarded to the Bidder whose proposal is determined to be the most advantageous to the school, taking into consideration evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The final determination shall be in writing. The contract file will contain the basis on which the award is made. The school can reject any and all proposals, and it can waive any informality or technicality in any proposal received if it determines it would serve the best interests of the school. Following the award decision, all Bidders will be notified and all proposals become public information.

Trix Academy reserves the right to award any resultant contracts(s) as a whole or split award between competing parties.

Trix Academy reserves the right to evaluate the proposal for each item separately. Selection of a proposal does not mean that all aspects of the proposal are acceptable.

Trix Academy reserves the right to discuss proposals and negotiate modification of the proposal prices, terms, quantity, and condition with any responsive, responsible quoting party who submits a proposal determined to be reasonably susceptible of being selected for the award, in conjunction with the award criteria contained herein, prior to the selection of the accepted proposal and/or the execution of a contract, to ensure satisfactory procurement.

E. EVALUATION CRITERIA. Awards will be made to the lowest, responsible, and responsive Bidder(s) whose bid or proposal meets the requirements and criteria set forth by the school system and whose offer is determined to be the most advantageous to the school, taking into consideration quality, performance, and the time specified in the proposal for the performance of the contract. Contract(s) shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority using the criteria set forth below.

Requirement(s)

Points

Proposal Price

30

Experience

20

Scope of Services

20

Local Preference – Geographic Proximity (20 points)

20

Personnel Qualifications

05

Quality of References

05

F. **CONTACTS.** Except for the designated contacts listed below, Bidders are not permitted to communicate with Trix Academy staff regarding this solicitation during the period between the RFP issue date

and the announcement of the award.

G. **QUOTES.** All quotes should include detailed line items and subtotals along with the total price. All proposals must indicate that they are valid for no less than ninety (90) days from the proposal due date.

The Bidders written proposal will be the basis for selection. However, following initial screening of all quotes received, Trix Academy may request additional information, clarification, or an onsite presentation.

By submitting a quote, the Bidder represents it has read and clearly understands this RFP and it is capable of providing the required services on the agreed contract commencement date.

H. **COLLUSION.** Bidders are not to collude with other Bidders and competitors or take any other action which will restrict competition. Evidence of such activity will result in rejection of the quote.

SECTION 02: PROPOSAL INFORMATION

A. Proposals must be submitted by the due date and time and in compliance with Section 03 of this RFP.

B. The goods and services required and offered in a proposal should meet the needs described below. Only one proposal may be submitted and considered per Bidder. Bidders may include any special or unique services they plan to provide.

C. Submission of a proposal will be construed to mean that the Bidder understands the requirements contained herein, and the Bidder can supply the described services.

D. A register of proposals will be prepared and shall be open for public inspection after the contract is awarded. The school will cooperate with all potential Bidders, to the extent reasonably possible, in their attempt to obtain information. Discussions may be conducted with Bidders who submit proposals for the purpose of assuring full understanding of, and responsiveness to, the solicitation requirements.

E. Selection of the successful Bidder will form a contract pursuant to which the successful Bidder must honor for the school the prices for the equipment and services along with the other terms and conditions outlined in the successful proposal. All pricing and other terms must be honored through June 30, 2025 following award of the contract. Therefore, if selected, the successful Bidder must be

prepared to execute an agreement with the school pursuant to which it will provide the services and equipment on the terms and conditions outlined in the successful proposal. The successful Bidder must be willing to enter into an agreement with the school in substantially the form set forth in Schedule 1 of this RFP.

F. It is understood that the school reserves the right to accept or reject any or all proposals and/or to waive any or all formalities in any proposal or in the proposal process deemed to be in the best interests of the school. No agreement exists on the part of Trix Academy until a contract is approved and executed by the school's Board of Directors.

G. Proposals received by any unapproved form are not acceptable and will not be considered.

H. All inquiries, questions or requests for clarification must be submitted via email to [Nick Zilz at zilzn@greaterheightsacademy.org](mailto:Nick.Zilz@greaterheightsacademy.org) and received prior to the Submission of Proposals Due date and time.

I. This RFP does not obligate the school to pay for any costs of any kind whatsoever that may be incurred by a Bidder or any third parties in connection with a response proposal. All responses and supporting documentation shall become property of the school. Further, the school shall not be liable to any Bidder, person, or entity for any losses, expenses, costs, claims or damages of any kind arising out of, by reason of, or attributable to, the Bidder responding to this RFP.

J. Acceptance of an offer by the school does not obligate the school to enter into a contract with or purchase any item from the Bidder, and no agreement to purchase will exist on the part of the school until an agreement is properly approved by the school's board of directors.

SECTION 03: PROPOSAL REQUIREMENTS

Potential Bidders are hereby invited to submit a proposal to be Trix Academy's Technology Service Provider.

FORMS. It is mandatory that each proposal contain the forms listed in Appendix A.

SUBMISSION. Proposals must be submitted by email to [Nick Zilz at greaterheightsacademy.org](mailto:Nick.Zilz@greaterheightsacademy.org) in PDF format. The email message submitting the proposal must have a subject line reading "**PROPOSAL FOR TRIX ACADEMY TECHNOLOGY SERVICES**" and be submitted on or before the Submission of Proposals Due date and time.

SAM.GOV. Service provider must be registered with sam.gov, or will be before the delivery date of services.

SECTION 04: PROPOSAL SPECIFICATIONS

A. The Technology Services Provider will be expected to act as an independent contractor in the delivery of the described services to the school.

B. Trix Academy is seeking to enter into a Service Agreement with the Technology Services Provider for comprehensive Technology support services, including day to day technical support, creation of a long term technology plan for the school, maintenance and periodic updating of the school's network architecture, and procurement of necessary equipment, as requested by the school. The successful

proposal must satisfy the requirements set forth herein. Each Bidder must provide a response in their proposal, in narrative format, to each of the following components.

a. Qualifications and References. Each Bidder must provide the following information:

i. A brief outline of the company and services offered, including number of years in business, number of years the Bidder has provided services to charter schools or similar, number of people currently employed.

ii. Provide a narrative demonstrating experience and a track record for providing Technology services to charter schools or otherwise provide evidence demonstrating your ability to provide services to the school. Preference may be given to Bidders who demonstrate a successful operating history, especially a history that includes providing services to charter schools that are current clients.

iii. Provide an outline of products offered and/or supported.

iv. Provide information on current clients, including total number of clients and a list of current clients that are charter schools or similar.

v. Include a list of references that the school may contact to discuss your past performance

and evaluate your ability to perform the required services.

vi. Provide information about the qualifications of your personnel. List technical staff that

would be assigned to work for the school and include the following:

- Any current licenses or certificates demonstrating their competency to perform the required duties.

- Abilities and aptitudes to troubleshoot the network, computer, telecommunications, software, and hardware systems as needed, and to provide school personnel with appropriate counsel as often as required.

b. Scope of Work, Specifications, and Requirements

i. Please describe your expertise, ability, and proposed plan to work with the school to develop a comprehensive technology plan that efficiently implements available technology to meet the school's needs in a cost effective manner. In addition, please provide a specific response to the following:

- Provide any specific recommendations you have regarding the school's technology services, including a rationale as to how those recommendations would improve the school's technology services and benefit the school and its students.
- Explain how you would properly implement the school's technology services and provide associated maintenance and support. Please include how you would advise and assist the school in ensuring adequate connectivity to satisfy demands of the technology plan and otherwise meet the school's needs.
- Describe your experience with configuring a core network capable of satisfying the demands of the school. Describe the proper industry standards that apply to said configuration, including: physical and virtual configurations, industry standard backup systems, ongoing management and support of network

resources, and industry standard seamless wireless connection throughout building. Please provide your definition of “proper industry standards” for this application in sufficient detail to allow comparison with the approach of other Bidders.

- **Email System.** Describe how you would support the school as necessary to update, and maintain an email system that is scalable, secure, auditable, and possesses necessary retention capabilities.
- **Internet Filtering.** Please explain your understanding of the school’s legal and ethical obligations to filter content pursuant to applicable laws including CIPA. Please describe your ability to audit, report, and identify an individual device and its user. In your response, please include:
 - a. Whether, and to what extent, these capabilities extend to school devices both within and outside the school facility; and
 - b. Whether or not you recommend the use of multiple filtering techniques and identify said technique(s).
- **Phone Service.** Describe your experience and ability to assist in defining specifications for phone services and to interface with telecommunications providers as required to implement the system.
- **End User Equipment Services.**
 - a. Describe your expertise and proposed approach to deploy, inventory, and maintain all user hardware in a timely and cost-effective manner.
 - b. Give an example of a standardized configuration to accommodate all computer platforms, user settings and controls. Provide details/methods for future customized imaging and software deployment.
 - c. Explain your experience with the implementation of appropriate settings and controls of devices depending on their use (i.e., student versus teachers vs staff).
 - d. Indicate whether, and to what extent, you provide real-time monitoring of student computers while in use.
- **Interactive Classroom Technology.** Describe your experience and proposed approach related to advising and defining specifications for classroom technology, including configuration, deployment, and implementation of said technology.
- **Standardized Testing.** Describe your understanding of the technical and logistical needs and requirements associated with standardized testing in charter schools. In addition, identify potential technical problems/issues associated with administering these tests, and indicate what, if any, support you provide to ensure smooth testing experience and compliance with applicable requirements.
- **Training and Professional Development.** Identify all staff training you will provide as part of your proposal regarding the use of network resources you will provide, end-user hardware, and interactive classroom technology. In addition, describe your proposed approach to accommodating specific requests for staff training on

routine work in order to reduce the cost of services.

- Comprehensive Equipment Procurement. Please indicate whether you have access to, and the ability to purchase from, a variety of equipment vendors and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the price of the equipment purchased through these vendors. Indicate whether you offer participation in a volume-buying program to reduce costs for the school and whether, and to what extent, you pass on the direct cost of the equipment to the school or markup the cost equipment purchased through this program.
- Describe your experience and ability to assist and advise the school in defining equipment specifications and analyzing technical requirements.
- Indicate whether you support the school's position that warranty rights associated with all purchased/leased equipment should reside with the school.
- When engaged in planning and decision making with the administration and/or Board of Directors, describe your proposed approach to providing a range of alternatives, including analysis of relative costs and benefits of each alternative.
- Describe your proposed approach to address the management and inventory of all school technology equipment and licenses.
- Describe your proposed approach to providing management and administration of data and records, including your ability to assist the school in protecting confidential data stored on the school's network and devices and addressing all applicable student data privacy and security requirements under which the school must operate.
- Describe your proposed approach to protecting against security breaches of the school's network, including your proposed approach for who would be responsible in the event of a security breach.
- Describe your proposed procedures for responding to support requests from administration and staff, including any help desk system that you have in place for submission of service requests. If multiple steps are involved, please indicate who is responsible at each step and applicable timelines for responses, actions, and identify established follow up procedures if any.
- Please identify any additional value-added services your company provides that would reduce expenses that the school would otherwise incur.
- Indicate your hours of operation. Note: due to the nature of the services contemplated within this RFP, the school expects the successful Bidder to provide service and support in a timely manner, both during regular business hours of approximately 7:30 am to 4 pm, Monday through Friday, as well as other times in order to address emergencies and other unforeseen problems that the school might encounter.
- Indicate your willingness to enter into a service agreement in substantially the form attached to this RFP as Schedule 1. Specify any provisions that you would not be willing to enter into as well as any proposed additional or alternative contractual provisions.

c. Budget and Estimated Pricing.

i. **Equipment.** In order to provide a uniform basis on which the school may evaluate the cost of each proposal, evaluation of the equipment cost element will be based on the Sample Technology Equipment list in Appendix A2. The list provided is merely a sample intended to allow the school to compare pricing on selected pieces of equipment. By providing this list, the school does not represent that it will actually implement all or any of the elements contained therein and does not bind itself to any aspect of the equipment list with respect to a Bidder selected to provide Technology services.

All Bidders must complete the cost breakdown table in the Sample Technology Equipment. Please provide specifications for the equipment being bid based on your Recommendation.

ii. **Services.** All Bidders must also provide a cost breakdown for providing the school with all necessary ongoing support and maintenance services through June 30, 2024 and renewable at the end of each year up to three years. Bidders should specify what services are included in ongoing maintenance and support. Bidders are invited to provide both an hourly fee cost proposal and/or a fixed fee cost proposal for ongoing maintenance and support services. While remote support is expected, Bidders should provide the cost for onsite support every week.

- Onsite Support: Proposals should include the cost for remote support and onsite support.
- Response Times. Proposals should include the response times for the levels of severity in the chart below.

Severity	Response Time	Resolution Time	Definition	Example
Emergency Response	Within □Hour	Within □Hours	Service not available (all users and functions unavailable) Organization or campus wide outage or major service degradation	<ul style="list-style-type: none"> ● Time critical work was impacted ● Internet down at a campus /wireless down
Quick Response	Within □Hours	Within □Hours	Significant degradation of service (large amounts of users or schools critical functions affected)	<ul style="list-style-type: none"> ● Internet/wireless problems affecting multiple users ● Non critical server or application issue

Normal Response	Within ☐Hours	Within ☐Hours	Limited degradation of service (limited number of users or functions affected, school process can continue)	<ul style="list-style-type: none"> ● System adversely impacted ● Some import features Which are critical are affected ● Unable to access shared drive/printer
Project/Non SLA	N/A	N/A	Requested/Scheduled maintenance: minimal user impact;includes feature request and other non critical questions and projects	<ul style="list-style-type: none"> ● A request for information ● Documentati on clarification ● Non immediate impact on user ● Suggestions/ request for new products features and enhancemen ts

iii. Selection of the Technology Service Provider will be based on the responses to the above-listed components in relation to the Evaluation Criteria set forth in the following section.

SECTION 05: EVALUATION CRITERIA

Note: Proposals that are not compliant with proposal specifications will not be considered.

Proposal Price (30 Points): This criterion is based on the Bidder’s budget and estimated pricing for providing the ongoing maintenance and support services as well as the equipment set forth in the Sample Technology List. This includes the Bidder’s ability to provide a budget that is thorough, specific, and supports the needs of the school. The points assigned to each Bidders cost proposal will be based on the lowest proposal price. The Bidder with the lowest Proposed Price will receive 100% of the price points. All other Bidders will receive a portion of the total cost points based on what percentage higher

their Proposed Price is then the Lowest Proposed Price. The formula to compute the points is: Cost Points x (Lowest Proposed Price/Proposed Price)

Experience (20 points): This criterion is based on the overall depth and quality of the Bidder's experience providing the required services to charter schools (or similar) as demonstrated in the proposal. A Bidder's experience working with current clients who are charter schools will be weighted more heavily.

Scope of Services (20 points): This criterion is based on the Bidder's demonstrated expertise and ability to provide the full scope of required services to charter schools. This criterion includes the Bidder's willingness to enter into a service agreement on substantially the terms proposed.

Local Preference – Geographic Proximity (20 points): This criterion is based on the Bidder's geographic proximity to Trix Academy's schools and its ability to otherwise provide required services in a timely manner, such as through remote access capabilities. A Bidder's close proximity to the school will be weighted more heavily.

Personnel Qualifications (5 points): This criterion is based on the demonstrated qualifications of the Bidder's personnel.

Quality of References (5 points): This criterion is based on the information obtained regarding the quality of the Bidder's services from the references provided. Information obtained from references that are charter schools currently working with the Bidder will be weighted more heavily.

Total points available based on Evaluation Criteria: 100 points

APPENDIX A REQUIRED RESPONSE FORMS

Instructions: The following forms **MUST** be completed and submitted as part of the Proposal.

Appendix A01: Contractor Cover Letter with Information

Appendix A02: Pricing Proposal for Services and Sample Technology Equipment

Appendix A03: Service Proposal

Appendix A04: Subcontractors

Appendix A05: References

Appendix A06: Familial Relationship Affidavit

Appendix A07: Non-Collusion Affidavit

A Proposal must include a completed copy of each form, in the order listed above. Failure to submit each of the above forms may be cause for rejection of a Proposal.

APPENDIX A01 CONTRACTOR COVER LETTER WITH INFORMATION

Prospective Bidders are required to submit a written "Contractor Cover Letter with Information via email. By submitting Contractor Cover Letter with Information, a prospective Bidder will receive future amendments and notices concerning this RFP.

It is mandatory that each proposal contain a cover letter which includes the following:

- A statement of the Bidder's intent to provide the services outlined in the proposal;
- The complete company name and address;
- The company contact person's name, phone number, and email address;
- The company's website, if applicable;
- The signature of the company's authorized representative, including position/title;
- The date of submission.

Submission of a proposal will be construed to mean that the Bidder understands the requirements contained

herein, and the Bidder can supply the described services.

Authorized signature in the cover letter certifies that the Proposal as submitted complies with all Terms and

Conditions as set forth in this RFP.

Authorized signature also certifies that this company has no business or personal relationships with any other

company or person that could be considered a conflict of interest or potential conflict of interest with Trix Academy, and

that there are no principals, officers, agents, employees, or representatives of this company that have any business or personal relations with any other companies or persons that could be considered a conflict of interest or a potential conflict of interest with Trix Academy, pertaining to any and all work or services to be performed

as a result of this RFP and any resulting Contract with Trix Academy.

Prospective Bidders should email this information and the proposal to:

Nick Zilz

Regional Director of Operations

zilzn@greaterheightsacademy.org

APPENDIX A02 PRICING PROPOSAL

1. SERVICES. Complete and submit pricing for each service proposed. Clearly identify the monthly/annual, not-to-exceed fee, by service, through June 30, 2025 (Year 1).
 a. Also include the pricing proposed for Year 2 and Year 3 since these are additional years that the school may opt to renew.

2. SAMPLE EQUIPMENT. Complete and submit pricing and specifications for the equipment listed in the Sample Technology Equipment list below.

Equipment	Proposed Price	Proposed Specification
Student Chromebook		
Student Windows Laptop		
Student Apple Laptop		
Student iPad		
Teacher/Staff Chromebook		
Teacher/Staff Windows Laptop		
Teacher/Staff Apple Laptop		
Teacher/Staff iPad		

APPENDIX A03 SERVICE PROPOSAL

Prospective Bidders are required to submit a response to the proposal specifications in Section 04 Proposal Specifications and Schedule 1 Exhibit A.

APPENDIX A04 SUBCONTRACTORS

List any subcontractors that will or may be used. Provide the following:

Subcontractor Name

Subcontractor Address

Subcontractor Phone Number

Have you worked with this subcontractor within the last 12 months?

What scope of work will this subcontractor perform?

APPENDIX A05 REFERENCES

Please list the entities for which your company currently provides any of the services contemplated by this

RFP. Attach an additional sheet if necessary.

Preference is given for K-8 schools for which this service is currently being performed by your company, or

has been performed within the past three (3) years by your company.

REFERENCE INFORMATION

Reference Company/Organization Name:

Contact Name:

Contact Phone Number:

Date of Service Initiation:

Date of Service Completion:

Services Provided:

FAMILIAL RELATIONSHIP AFFIDAVIT

STATE OF _____
COUNTY OF _____
TAX ID#: _____

_____, being duly sworn, deposes and states that they are
the _____ (title) of Bidder, which has submitted to the School
a

Proposal to provide services as the Technology Services Provider, and hereby represents and warrants,
except as provided below, that no familial relationships exist between the Bidder or any employee of the
Bidder, the charter management company, and any member of the Board of Trix Academy or the staff of
Trix Academy.

(If no exceptions, please state.)

—
List any Familial Relationships:

Affiants Signature

On this _____ day of _____, 2024, before me, a Notary Public, in and for the above-
referenced county, personally appeared _____, who made oath that they have read
the
foregoing Affidavit of Bidder – Familial Relationships, by they signed and that the contents thereof are
true,
except as to those matters stated therein to be based on information and belief, and as to those matters, he
believes the same to be true.

_____, Notary Public State of Indiana, County of _____
My commission expires: _____,

Acting in the County of , Indiana

APPENDIX A07 NON-COLLUSION AFFIDAVIT

NON-COLLUSION AFFIDAVIT

STATE OF _____
COUNTY OF _____
TAX ID#: _____

_____, being duly sworn, deposes and states that they are
the

_____ (title) of Bidder which has submitted to the School
a

Proposal to provide services as the Technology Services Provider. Except as specified below, the Bidder
constitutes the only firm having any interest in the Proposal or in any contract, benefit or profit which
may,

might or could accrue as a result of said Proposal, said exceptions being as follows:

(If no exceptions, please state.)

—

Affiant further states that said Proposal is, in all respects, fair and is submitted without collusion or fraud,
and that no employee, administrator or Board member of Trix Academy is directly or indirectly interested
in the Proposal.

Affiants Signature