

Cedar Tree ACADEMY PUBLIC CHARTER SCHOOL
REQUEST FOR PROPOSAL
TO PROVIDE COMPREHENSIVE IT SERVICES And SUPPORT

Proposal Due Date: May 31, 2024

Proposal Due Time: 4:00 PM

INFORMATION AND INSTRUCTIONS TO CONTRACTOR

Request for Proposal

1. Email a PDF copy of proposals for the furnishing of IT services for Cedar Tree Academy Public Charter School (CTA) to Bidsubmission@Cedartree-dc.org. Proposals will be received via email until **May 31, 2024 at 4:00 P.M.** Consider your proposal received once you receive a confirmation email.
2. Bids received after the time established for the receipt of bids will not be considered regardless of the cause for the delay in the receipt of any such bid.
3. Questions on the proposal should be directed to: Bidsubmission@Cedartree-dc.org.
4. Cedar Tree Academy reserves the right to reject any bids and to waive any informality in bidding and/or to make the award for all or any part of the work to be done, as appears to its best interests.

General Conditions

1. The purpose of these specifications is to provide IT services for a contract period of **1 year**, with the ability to renew for **two** more consecutive years. If either party decides to break the contract, two weeks' notice must be given.
2. It is the intention of Cedar Tree Academy that no one shall be awarded this contract who does not have a satisfactory experience record in the performance of the work as described herein. Each bidder shall provide a "**Statement of Qualifications**" as part of the proposal, which describes the company, management, years in operation, similar contracts, Three (3) references, and training. Cedar Tree Academy reserves the right to investigate the financial responsibility and qualifications of any bidder to determine with reasonable assurance the ability of the bidder to furnish uninterrupted IT services for the duration of the contract.
3. Proposals shall be firm and shall not be withdrawn for a period of thirty days after the opening of the bids.
4. Cedar Tree Academy Charter School will take action on the award of bids within thirty days after the date set for the opening thereof.

Employees

1. The District of Columbia Code requires that all applicants for school employment, including those of independent contractors but excluding employees who do not have direct contact with students, both D.C. residents and non-residents, MUST obtain a criminal background check. All must also obtain a Child Abuse History Clearance. Clearances and checks must be provided before the start of the contract.

Proposal Instructions

1. The contract period shall begin August 1, 2024 and terminate August 31, 2025
2. The contractor shall provide the following services.

Strategic guidance, staff training, and IT project management

1. Provide expert guidance to staff on all technical issues, including systems and network design;
2. Manage IT projects as requested by CTA; and
3. Meet with individual staff or with groups to provide training and support as needed.

Systems analysis and service architecture design

1. Server, workstation and peripheral analysis
 - a. Design server and workstation configurations as needed.
 - b. Oversee implementation of acquired technologies
2. Infrastructure analysis
 - a. Examine existing IT infrastructure;
 - b. Recommend improvements and changes to infrastructure to meet needs of organization and to meet organizational goals; and
 - c. Oversee implementation of infrastructure modifications and make sure they meet required needs.

Security analysis and system hardening recommendations

1. Provide recommendations and planning for all security needs including firewalls, content filtering, Antivirus, Anti-Spyware, Anti-Spam, and Patch Management; and
 - a. Oversee implementation of recommended solutions.
 - b. Train appropriate individuals.

Staff IT training

1. Work with faculty and staff to better understand and use IT resources, in both one on one and group settings;
2. Make recommendations for additional training and support from outside vendors; and
3. Review and assess benefits of training and recommend changes to improve benefit to organization.

IT outsourcing services

1. Provide support for all desktops, laptops, printers, servers, and other IT equipment;
2. Provide purchasing support and installation of new IT equipment; and
3. Provide high-level support for servers, workstations and related technology.
4. Provide support for intranet and internet servers.

Executive technology liaison

1. Work with existing contracts and vendors to manage and improve delivery of services; and
2. Meet with staff to determine school needs and ways to improve service.

Telecommunications Cost Reduction Analysis

1. Examine existing phone and data plans;
2. Examine cell phone and land line phones and contracts
3. Examine Data and networking plans and contracts
4. Recommend improvements and cost savings to maximize schools benefit from technology; and
5. Provide continued oversight and management and work with vendors to modify services plans as necessary.

Disaster Recovery/Business Continuity Planning

1. Examine existing backup and data retention policy, and compare and contrast with industry standard best practices;
2. Develop updated plan to meet the needs of the organization and meet data retention needs; and
3. Oversee implementation and assessment of policy, test and evaluate backup solution.

3. This contract will be binding on heirs, successors or assigns in the event of a change in management, through sale or by other means. This contract shall not be sub-let, assigned or transferred without written approval of Cedar Tree Academy.
4. In the case of failure on the part of the Contractor to execute the work as per agreement, Cedar Tree Academy reserves the right to terminate the contract, satisfying its wants through another contractor, and Cedar Tree Academy shall collect from the Contractor, any difference in price as a result of such failure on the part of the Contractor.

Employee Dress Codes, Standards and Conduct:

1. The contractor shall ensure the following:
 - A. That all employees are easily identifiable through uniforms and/or identification badges, with photograph, while on campus.
 - B. That employees shall be prohibited from disturbing papers on desks, opening desk drawers, opening cabinets, using the telephones or office equipment provided for school use, nor shall any candy, cookies or other food be contained in the space be consumed.
 - C. That workers shall not unnecessarily converse with students, and shall refrain from catcalls, whistles, profanity or other inappropriate behavior.
 - D. That workers shall arrive at work sober and be advised that the consumption of alcoholic beverages is forbidden during working hours, whether consumed on or off school property and shall not have the odor of an alcoholic beverage on or about their person.
 - E. That all workers who violate CTA codes of conduct and/or dress codes shall be immediately removed from school property and shall not be allowed to report back to work in the futures.

IT Service

1. All IT Service Employees will be employees of the Contractor, subject to the approval of Cedar Tree Academy.
2. The Contractor shall be construed as being an independent contractor employed to provide IT services only.

3. The Contractor shall file with the school's administrative officer the names, addresses and telephone numbers of all IT Service Employees who will be assigned to the facility before the start of the contract. If a new employee is added, the same information shall be filed for this person within a 1 week time period.
4. Every IT Service Employee shall possess a current Identification card. The Contractor shall ensure that all IT service employees are properly trained, to meet all statutes, laws and regulations currently in effect and any that are enacted during the life of this contract.
5. There shall be no smoking or eating by IT service employees while at the facility. There shall be no smoking, drinking of alcohol or illegal drug use on any school property.
6. IT service employees shall, at all times, be courteous and exemplary in speech, actions and dress while on the school property.
7. IT Service Employees shall not leave IT supplies unattended when children are about. In an emergency, the first concern shall be for the safety of the children.
8. The Contractor shall give reasonable assurance by providing the appropriate paperwork stating that all IT Service Employees have undergone a criminal background check and child line clearances, and that their employees are of excellent moral character and are the type of person who should work with children.
9. The Contractor shall employ a sufficient number of IT Service Employees and support personnel to assure the school of continuous and reliable service.

Insurance

1. The Contractor must provide liability insurance policy which provides indemnity, protection or security, to the amount of at least \$1,000,000 on account of injury to or death of any one person, and subject to such limits as respects injury to or death of one person, of at least \$5,000,000, on account of any one accident resulting in injury to or death of more than one person. The Contractor also agrees to provide property damage insurance in the amount of \$100,000 for each occurrence.
2. Worker's Compensation insurance of not less than statutory limitations shall be carried by the Contractor on all employees working under the provisions of this contract.

3. The Contractor shall, at the time of executing the contract, furnish Cedar Tree Academy with a certificate indicating the contractor has complied with the insurance requirements as set forth in this specification. The certificate shall contain the provision to notify Cedar Tree Academy must be sent within thirty (30) days prior to the cancellation or termination of the insurance coverage as specified.
4. Each bidder must present evidence with the bid from an acceptable insurance company attesting that insurance as required by the bid specifications will be issued in accordance therewith.
5. Insurance certificates shall show Cedar Tree Academy to be additional insured on all policies pertaining to the work to be performed.
6. The termination of the insurance described herein during the term of this contract shall constitute a breach thereof, and thereupon the contract shall forthwith terminate.

Assignments

No assignment, delegation or subletting of the contract, nor any part of the work thereof to be performed there under, and no assignment of money due or to become due, shall be valid without first obtaining the written consent of Cedar Tree Academy

Manager

1. The Contractor shall provide a full time manager to maintain the operation and guarantee the availability of IT service employees for the duration of the Contract. The Contractor shall provide the name, location and telephone number of the manager.

Method of Payment

The financial management for school IT services is the responsibility of the school's administrator. The Contractor agrees to invoice the school at the end of every month for IT services. Excess hours and special trips should be invoiced per occurrence and shall include all services provided and an itemized bill.