



Heber Overgaard Unified School District No.6

Managed Service Provider Request for Proposal

RFP COORDINATOR:

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1. Introduction

Heber-Overgaard Unified School District No. 6 (HOUSD) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. 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 HOUSD.

1.1 About Heber-Overgaard USD#6

We are a Public School District service approximately 520 Pre-K to 12 grade students. Believe, Learn, Achieve... Every Student Every Day- is our motto.

1.2 Purpose

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

This RFP is issued solely for information and planning purposes. This document does not commit HOUSD to contract for any service, supply, or subscription whatsoever. HOUSD 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.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to HOUSD Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

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

Office Locations: District Office & CAPPs Middle School 3375 Buckskin Canyon Road, Heber, AZ 85928, Mountain Meadows Primary 2181 W Country Club Drive, Overgaard, AZ 85933, Mogollon Junior/High School & Bus Barn 3450 Mustang Ave, Heber, AZ 85928,

Number of Employees: DO= 5 staff (20 subs and Maintenance), Mt Meadows 24 Employees, Capps= 20 staff, MJHS/MHS/Bus Barn= 60.

Remote Employees: *Part time 2- Brenda Samon & Andrea Despain*

Current Technical Environment:

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - Watchdog Firewall / Webfilter
 - Dell Virtualized Servers
 - Ubiquiti Infrastructure for networking
- **Software Systems** *[Email platform, security programs, other software used.]*
 - Google Workplace for Education
 - Windows 10/11
 - Google Chrome OS
 - Viewsonic Android OS 7 – 10
 - Windows Server 2008 / 2012
 - Web-based: IXL, Moby Max, Galileo (Imagine Learning), Accelerated Reader (AR)
 - Microsoft Active Directory
- **Connectivity** *[Internet information]*
 - Sparklight Business Fiber
 - Each campus has its own independent main line
 - Ubiquiti WiFi Access Points per campus
- **Remote Access / VPN**
 - SoftEther VPN Client
 - Screenconnect
 - VMWare
- **Applications** *[Make note if they are on-premise or in the cloud, as well as if you have third-party support for them.]*
 - Microsoft Office 2016/2019 (on premise)
 - Adobe Acrobat Reader 2020 (on premise)
 - Tyler Tech: TylerSISk-12 / iVisions / Schoolmessenger (all cloud)
 - Crexendo Communications (cloud)
 - Nutrikids Point-of-Sale (on premise / cloud)
 - Filezilla FTP (on premise)
- **Backups, Antivirus and Remote Support Software**
 - VMWare
 - ConnectWise Control
 - Microsoft Remote Desktop Connections to Servers
 - Webroot Endpoint Protection
- **Workstations and other Devices**
 - HP EliteDesk 800 G6 Desktop mini PC's
 - HP G8 / 11 Google Chromebooks
 - HP Probook 450 G8 Laptops
 - '75 Viewsonic Viewboards

3. Service Requirements

As part of this RFP, HOUSD has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of HOUSD’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure HOUSD IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support HOUSD ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** - HOUSD requires the management and administration of HOUSD’s email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – HOUSD is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site & In person Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems within 2 hours.
- **Networking Support** - HOUSD requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by HOUSD.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of HOUSD’s security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions HOUSD may utilize.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by HOUSD and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – HOUSD expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify HOUSD of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of HOUSD’s devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.

- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – HOUSD is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual’s personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with HOUSD to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or HOUSD.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to HOUSD on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance** – The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.

- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach HOUSD’s staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident and be willing to attend meetings on such as required by the administration.
- **Vulnerability Testing** - The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of HOUSD’s business network.
- **Managed SOC-as-a-Service** - The MSP should offer Managed SOC-as-a-Service to monitor [COMPANY’S] environment and ensure proactive detection and response to threats, intrusions and attacks.
- **Meetings**- Attend meetings required by the Administration (approximately 5 a year)

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

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.

4.2 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

Andrea Despain
 Business Manager
 Heber-Overgaard Unified School District No. 6
 Andrea.despain@h-oschools.org
 (928)535-4622 ext. 5003

4.3 Response Delivery Instructions

HOUSD requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary. For payment processing, we would like to process a monthly payment for all services after contract start date.

Please submit all responses via postal services or had delivery no later than **September 21, 2022 at 2:00 pm** to:

Andrea Despain
 MSP RFP# IT2022
 P.O. Box 547
 Heber, AZ 85928
 Andrea.despain@h-oschools.org

Any response received after the delivery date specified, will not be considered.

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.

5. Selection Criteria & Process

5.1 Selection Criteria

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

- Response Time
- Financial considerations
- Demonstrated customer service quality and support
- Previous relevant experience
- Expertise and experience
- Account management
- Reporting capabilities

5.2 Selection Process

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 background and reference checks.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

5.3 Best and Final Offer- (if Required)

Our intention is to review all proposals with the information provided. If there is some clarification or adjustment requested all vendors will be given the opportunity to submit a “best and final offer with the requested changes.

6. 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	08/31/2022
Intent to Respond & Questions Due from MSPs	9/14/22
Responses Due from MSPs	9/21/22
Response Analysis / Finalists Selection	9/28/22
Best and Final offer request date (if required)	10/5/22
MSP Selection / Award Contract	10/6/22
MSP "Go Live"	11/1/2022 pending board approval (10/11/22)

Thank You

HOUSD 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 HOUSD. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0 Company Profile		
1.1	Company Name	
1.2	Company Address	
1.3	Contact Information (Party responsible for responding to this RFP)	
1.4	Company Webpage	
1.5	Main Products / Services	
1.6	Main Market / Customers	
1.7	Number of years in the Market	
1.8	When did you first start providing similar solutions?	
1.9	Company location(s)	
1.10	Number of Employees	
1.11	Number of Employees in Account Management	
1.12	Number of Employees in Technical Support	
1.13	Notable Acquisitions	
1.14	Key Business Partnerships	

2.0 Financial Information		
2.1	Previous year gross revenue	
2.2	Previous year net income	
2.3	Return on investment	

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1.0 General	
1.1	Q. What are the general types of organizations your clients represent? A.
1.2	Q. Why do you believe that you are a good fit with our organization? A.
1.3	Q. Describe your onboarding/implementation process and approach if you were selected? A.
1.4	Q. Do you conduct QBRs and what is the nature of those meetings? A.
1.5	Q. How do you typically work with IT Management at clients who have staff members? A.
1.6	Q. What do you feel your overall strengths and differentiators are? A.
1.7	Q. Do you serve clients with 24 X 7 requirements? A.
1.8	Q. What services do you offer besides the core services of a Managed Service Provider? A.
1.9	Q. What type of training do you offer either during onboarding or ongoing? A.
1.10	Q. What do you feel are your biggest hurdles to a successful relationship? A.
1.11	Q. What training resources are available for team members? A.
1.12	Q. What type of general expertise can you provide in key technology areas? A.
1.13	Q. What differentiates your organization from your competitors in the marketplace? A.

2.0 Processes	
2.1	Q. Do you use in-house or contracted resources for services? A.
2.2	Q. Describe your process for migrating HOUSD to your organization? A.
2.3	Q. What HOUSD resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis? A.
2.4	Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.). A.
2.5	Q. Describe the escalation and account management process. A.
2.6	Q. Where is/are your support center(s) located? A.
2.7	Q. How involved is your team with creating project plans/testing during technical projects? A.
2.8	Q. Do you follow ITIL or other processes aligned with industry standard practices? A.
2.9	Q. Do you participate in drills or tests i.e. DR, IRP, etc.? A.
2.10	Q. How do you notify users of maintenance windows or system outages? A.
2.11	Q. What types of diagrams would you typically create/maintain? A.
2.12	Q. Do you offer knowledge bases for common issues and how are they utilized? A.
2.13	Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems? A.
2.14	Q. How often do you conduct DR testing? A.

3.0 Technology

3.1	Q. What types of monitoring agents would you use for end user devices? A.
3.2	Q. What is the back-end help desk system you use? A.
3.3	Q. Do you offer managed firewalls or other managed technology? A.
3.4	Q. Do you offer MDM or other mobile management technology? A.
3.5	Q. Do you offer a SIEM or other security-based technology? A.
3.6	Q. Do you have tools to provide system uptime metrics? A.
3.7	Q. What tools do you use for network monitoring? A.
3.8	Q. What tools do you use for system monitoring or general health level of end user devices? A.
3.9	Q. Do you offer or partner for laptop encryption? A.
3.10	Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc. A.

4.0 Support	
4.1	<p>Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.</p> <p>A.</p>
4.2	<p>Q. Please provide details on your standard reporting capabilities.</p> <p>A.</p>
4.3	<p>Q. Describe any documentation and support (e.g., user manuals, online help, interactive dem web-based seminars, and online knowledge base) that will be available, both from the techni perspective and the end user perspective.</p> <p>A.</p>
4.4	<p>Q. What options are available for user training and technical training that may be required by staff?</p> <p>A.</p>
4.5	<p>Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.</p> <p>A.</p>
4.6	<p>Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?</p> <p>A.</p>
4.7	<p>Q. The COMPANY user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.</p> <p>A.</p>

5.0 Pricing & Contracts	
5.1	<p>Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.</p>
5.2	<p>Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.</p>

6.0 References	
6.1	<p>Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.</p>

Please provide any other information you feel should be considered in our evaluation.