



**REQUEST FOR PROPOSALS (RFP)  
for IT Managed Services  
at Exploration Elementary Charter School for Science and Technology**

**IT Managed Services**

**Release Date: April 17, 2024**

**DEADLINE: May 1, 2024**

**Casandra Villanueva, Finance and Operations Manager**

1001 Lake Ave, Rochester, NY 14613

(585) 498-4700

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**REQUEST FOR PROPOSAL**

**INTRODUCTION**

Exploration Elementary Charter School for Science & Technology soliciting proposals from qualified IT Managed vendors for technology services for the School. The School is seeking a long-term partnership with an experienced, reputable, and local team to ensure that Exploration's technology meets stakeholder expectations.

**MISSION AND VISION**

To engage students, their families, and the community in the processes of scientific inquiry and the use of innovative technology to develop the social, emotional & academic tools necessary to thrive in school and in today's interconnected world

*Every Child. Every Family. Every Day.*

**PROJECT DESCRIPTION**

Exploration Elementary Charter School for Science & Technology is seeking proposals to engage a qualified vendor to provide comprehensive IT Managed Services to support the technology needs of our charter school.

**SCOPE OF WORK**

The selected service provider will be responsible for the following tasks:

1. Network infrastructure management - Helpdesk support for students, teachers, and staff - Data backup and disaster recovery solutions.
2. Security services to protect student and school data
3. IT asset management and inventory tracking
4. Classroom technology support
5. Must be able to provide at least 3 days of onsite support
6. Compliance with student data privacy regulations (e.g., FERPA)
7. Regular IT maintenance and updates
8. Vendor management for third-party software and hardware providers

**FORM OF PROPOSAL**

Proposals should provide a straightforward, concise description of the proponent's experience and capabilities to satisfy the requirements of the RFP.

Qualified IT Managed vendors are invited to submit a proposal that includes the following information:



1. **Company Overview:** Overview of the company and experience working with educational institutions
2. **Proposed Approach:** To providing IT Managed Services for a charter school
3. **Detailed service offerings:** Including pricing structure
4. **Reliable customer service and support:** Strong track record of meeting SLAs
5. **References:** References from current or past clients in the education sector
6. **Additional Information:** Information on key personnel who will be dedicated to our school. Data security measures and compliance with student data privacy regulations. Any additional value-added services or innovations specific to a charter school environment

## EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

1. **Experience and Expertise:** Experience in providing IT services to educational institutions, preferably charter schools
2. **Proposed Approach:** Knowledge of student data privacy regulations. Reliable customer service and support. Strong track record of meeting SLAs . Ability to scale services as our school grows
3. **Certifications and accreditations:** Relevant to IT Managed Services

## SUBMISSION OF PROPOSAL

One entire original Response must be submitted to:

Exploration Elementary Charter School for Science and Technology  
ATTN: Casandra Villanueva, Finance and Operations Manager  
1001 Lake Ave. Rochester, NY 14613  
[cvillanueva@exporochester.org](mailto:cvillanueva@exporochester.org)

All proposals must be received before May 1st, 2024 at 5:00 p.m. Proposals may be mailed (postmarked no later than 5/1/2024), emailed to the address above, or dropped off at 1001 Lake Avenue, Rochester, NY 14613.

## SELECTION PROCESS

After reviewing the proposals received, we may request additional information or schedule interviews with shortlisted firms. The final selection will be made based on the evaluation criteria mentioned above.

## SUBMISSION DEADLINE: May 1st, 2024

Exploration Elementary Charter School for Science and Technology reserves the right to reject any proposals at any point during the selection process. Proposals will be evaluated on several factors, including, but not limited to, proposed fees, qualifications, prior experience, proposed cost control approach, proposed schedule, and overall project approach for the complete work. The contract will be awarded to the firm, which in Exploration Elementary Charter School for Science and Technology's judgment, best represents the interests of Exploration Elementary Charter School for Science and Technology.

## QUESTIONS

Please address questions concerning this RFP to:

**Casandra Villanueva, Finance and Operations Manager**  
(585) 498-4700  
[cvillanueva@exporochester.org](mailto:cvillanueva@exporochester.org)