



Youth Build Public Charter School

Information Technology Consultation and Support Services

Request for Proposal

Submission Deadline: 6/21/2013

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Project Overview

YouthBuild Public Charter school is requesting proposals for an IT consultant to review and provide an improvement plan of the school's information technology systems, including computers, smart boards, and servers, as well as provide ongoing maintenance to these systems.

Organization

YouthBuild Public Charter School (YBPCS) is an alternative high school for young people seeking to transform their lives by re-engaging in their education in a non-traditional school environment. YBPCS prepares students for post-secondary education and the workplace by offering, in English and Spanish, academic, vocational and workforce development programs. YBPCS believes that service to the community is an essential part of the transformative process. Therefore, students serve their community through volunteer projects and by creating housing for low income residents in the Washington, DC metropolitan area.

Additional information about the school is available on our website at www.youthbuildpcs.org.

Background Information

YouthBuild is a staff of 25 full-time employees. YouthBuild currently does not have an in-house IT Department and is currently using the outside services of Latin-American Youth Center (Parent Organization) for IT services, and to provide maintenance and support on as needed basis for its user community.

There are currently 25 staff work stations, a student computer lab of 16 workstations, wireless network, one web server, a website hosted by 1&1 and maintained in house, one Google Apps server (email hosting), one back-up system and one file server.

Other detailed information about the specifications is available for review as necessary.

Project Description

A. Initial Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency

maintenance situations. A report of this initial assessment shall be submitted annually in June as long as the contract is in force. This is to allow for necessary budget planning for the upcoming school year.

B. Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, PDA's, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems; maintenance of updated inventory of all computer related hardware; and end-user training on the updated features.

C. Server and Workstation Administrative Services

Management of networks, computer systems, video conferencing, , including applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage performed properly and promptly. Notification of maintenance of network must be presented to YouthBuild management and approved 14 days prior to implementation, and must include documentation of the services to be performed as well as the backup plans and procedures that will be followed. Vendor will maintain records for both onsite visits and telephone support, to be made available to YouthBuild upon request.

Maintain configuration management, including changes, upgrades, patches, etc.; document management of user login's and password security and support software products relating to servers and workstations. Provide timely response to repair and maintenance work for the user.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; provide continuous troubleshooting as required.

E. Email, Security and Backup Efforts

Maintenance of email accounts, adding, changing, and/or deleting employee accounts as requested; maintenance of virus detection programs on servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the YouthBuild designated person.

Configuration of the YouthBuild systems to enable remote access in a secure environment, with provisions for remote access administration, as requested.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

F. Planning and Improvements

Planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfers of existing data when acquired, will be needed.

Assist in implementation of an Electronic Time Tracking system for student attendance.

Document a recommended 3-5 year Information Technology Improvement Plan.

G. Not Included

The contract to be awarded does not obligate YouthBuild to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.

Project Timeline

Project Milestone	Date Estimate
Distribution of RFP to vendors	5/17/2013
Proposal and formal responses due from vendors	06/21/2013
Award contract	07/01/2013
Project Start Date	07/12/2013
Milestone 1: Overview of systems	07/16/2013
Milestone 2: Computer lab and staff work station preparation for start of school	08/01/2013
Milestone 3: Submit written information technology improvement plan	10/01/2013

Proposal Submittal Process

YouthBuild is requesting that the proposal submitted address the following categories in detail. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Please submit all proposals to Karla Gant, Executive Assistant, at
hr@youthbuildpcs.org

Or by mail:

LAYC YouthBuild Public Charter School
Attn: Karla Gant
3014 14th Street NW
Washington, DC 20009
202-319-0141

It is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. A brief statement of your understanding of the services to be performed and a positive commitment to provide services as specified.
4. A statement indicating the proposal and cost schedule.

Profile:

Provide a short profile of the firm including at a minimum:

1. Length of time in business.
2. Length of time providing proposed services.
3. Number of clients.

4. Number of clients in the public sector.
5. Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
6. Location of office to service the account.
7. Small, Minority-owned, and Woman-owned business, if applicable.

Proposals due by June 21st, 2013.



Contact Information

All inquiries should be directed to Karla Gant at hr@youthbuildpcs.org or by phone at 202-319-0141.