



Daniel Boone Area  
School District

---

## Request for Proposal

### *Information Technology Services*

---

**ISSUED DATE:** March 3, 2023

**SUBMISSION DEADLINE:** March 20, 2023

**RFP COORDINATOR:**

SCOTT MATZ

DIRECTOR OF TECHNOLOGY

DANIEL BOONE AREA SCHOOL DISTRICT

610-582-6140 | [SCOTT.MATZ@DBOONE.ORG](mailto:SCOTT.MATZ@DBOONE.ORG) | [WWW.DBOONE.ORG](http://WWW.DBOONE.ORG)

501 CHESTNUT STREET, BIRDSBORO, PA 19508

BLANK

## Table of Contents

<b>1</b>	<b>REQUEST FOR PROPOSAL (RFP)</b>	<b>4</b>
<b>2</b>	<b>INTRODUCTION TO DANIEL BOONE AREA SCHOOL DISTRICT</b>	<b>4</b>
<b>3</b>	<b>OVERVIEW OF CURRENT DBASD TECHNICAL ENVIRONMENT</b>	<b>4</b>
<b>4</b>	<b>SCOPE OF SERVICES</b>	<b>5</b>
<b>5</b>	<b>SELECTION CRITERIA</b>	<b>6</b>
<b>6</b>	<b>RESPONSE CONTENTS AND FORMAT</b>	<b>6</b>
<b>7</b>	<b>INFORMATION REQUIREMENTS</b>	<b>7</b>
<b>7.1</b>	<b>Corporate Information</b>	<b>7</b>
<b>7.2</b>	<b>Proposed Approach and Solution</b>	<b>7</b>
<b>7.3</b>	<b>Support</b>	<b>7</b>
<b>8</b>	<b>COMMUNICATIONS AND RESPONSE</b>	<b>8</b>
<b>9</b>	<b>NOTIFICATION OF INTENT TO RESPOND AND CLARIFICATION QUESTIONS</b>	<b>8</b>
<b>10</b>	<b>RESPONSE DELIVERY INSTRUCTIONS</b>	<b>8</b>
<b>11</b>	<b>VENDOR PRESENTATIONS</b>	<b>8</b>
<b>12</b>	<b>KEY DATES</b>	<b>8</b>
<b>13</b>	<b>RESERVATION OF RIGHTS</b>	<b>9</b>
<b>14</b>	<b>NO GUARANTEE</b>	<b>9</b>
	<b>IT RFP EVALUATION SCORECARD</b>	<b>10</b>
	<b>ATTACHMENT A</b>	<b>11</b>

## **1 Request for Proposal (RFP)**

The Daniel Boone Area School District (DBASD or the District) invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT-managed services to DBASD over a three (3) year period, beginning on July 1, 2023, and ending no later than June 30, 2026. Following the initial term, there is an option of two (2), one (1) year extensions of the initial agreement.

## **2 Introduction to Daniel Boone Area School District**

The Daniel Boone Area School District is located in the southeastern quadrant of Berks County, about ten miles from the City of Reading. The District borders Chester and Montgomery Counties and is within commuting distance of the Philadelphia/King of Prussia metropolitan area. The District encompasses approximately 39 square miles and is comprised of three municipalities: the Borough of Birdsboro and the townships of Amity and Union. The District itself has four schools: Primary Center (K-1), Intermediate Center (2-4), Middle School (5-8), & High School (9-12). The District Administrative Offices are located in the High School.

The Director of Technology oversees the Technology Department. This individual is responsible for developing the vision, the budget to support the vision for the use of information technology in the District, as well as professional development to support all staff to execute the vision. Both the District's technology committee and contracted information technology services provider serve essential roles in providing feedback and insights to the Director of Technology.

The District supports approximately 3,200 students and 400 staff members. DBASD is a 1:1 school district in grades K-12. Currently, all students utilize an iPad, and all faculty across the District have an Apple Macbook Air laptop and iPad. The primary data center is located at the High School, with a secondary data center at the Middle School. The District participates in the Lancaster-Lebanon RWAN Consortium and is supported by a 10GB circuit.

## **3 Overview of Current DBASD Technical Environment**

The following sections provide a general overview of current devices and systems in use in the District. This is not an exhaustive list of all systems. It is meant to provide reviewers with a general understanding of the technical environment.

### **END USER DEVICES**

- 3,400 iPads (managed by Jamf)
- 750 macOS devices (managed by Jamf)
- 400 Windows OS devices (managed by SCCM)

### **PHYSICAL PRODUCTION SERVERS**

- 3 Domain Controllers
- 1 SQL Database Server
- 1 Microsoft SCCM Server
- 2 Veeam Backup Servers
- 4 VMWare Hosts

#### MANAGED SYSTEMS

- Active Directory / Group Policy
- Email (Gmail) Administration
- Microsoft Office 365
- G-Suite
- Meraki Firewall, Switching, and APs
- PaperCut (print management)
- Cisco Umbrella (web filter)
- Microsoft System Center Configuration Manager
- ManageEngine (password self-service, Active Directory management)
- PDQ (inventory & deployment)
- PrimeroEdge (cafeteria POS system)
- OnGuard (card access security system)
- Transfinder (student transportation routing system)
- Veeam (backup solution)
- Webex (VoIP and Video Conferencing)

#### 4 *Scope of Services*

DBASD requires technical support for all aforementioned (section 3) devices, servers, networks, and systems. The District will be the primary manager of all servers/infrastructure. Within the scope of this RFP, the District is requesting the following services:

#### ON-SITE SUPPORT

- Three (3), full-time on-site building technicians (Level 1 support)
  - The District reserves the right to schedule technicians based on current project and help desk requirements. In general, the following hours are a guideline for a typical work day:
    - Secondary (DBAHS & DBAMS) School Day = 7:30 a.m. – 3:00 p.m.
      - One technician assigned to each building for a total of two technicians
      - Secondary Technician Schedule (minimum hours) = 7:30 a.m. – 4:00 p.m.
    - Elementary (DBAIC & DBAPC) School Day = 8:00 a.m. – 3:30 p.m.
      - One technician covering both buildings
      - Elementary Technician Schedule (minimum hours) = 8:00 a.m. – 4:30 p.m.
- One (1), full-time on-site lead technician (Level 2 support)
  - This individual will provide escalation support for the level 1 technicians as well as oversee the management of end-user systems.
  - Lead technical schedule (minimum hours) = 8:00 a.m. – 4:30 p.m.
- End-user support: Monitor help desk, troubleshoot issues, and support students & staff
  - DBASD averages approximately twenty (30) tickets per day
- Required work year – Technicians will be expected to work every weekday of the year except for the following dates:
  - Independence Day
  - Labor Day
  - Thanksgiving
  - Christmas Eve
  - Christmas Day
  - New Year's Eve
  - New Year's Day
  - Good Friday
  - Memorial Day
- Summer Work Hours – The District operates in a condensed work schedule from approximately mid-June through Mid-August. During this time the District is closed on Fridays, and weekly hours are completed Monday – Thursday. General work hours are approximately 6:00 a.m. – 4:00 p.m.

- Send damaged devices out for repair to third-party companies as needed

**ADDITIONAL SUPPORT**

- Miscellaneous IT projects including projector/multimedia installations and setup; and network wire installations and terminations
- Provide recommendations for improvements

**5 Selection Criteria**

DBASD will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry specific (i.e. – Education) expertise, experience, and references
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Experience and qualifications of specific personnel to be assigned to DBASD
- Reporting capabilities
- Financial considerations
- Completeness, timeliness, and organization of the proposal

**6 Response Contents and Format**

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner. For pricing details, please utilize Attachment A. Ownership of all data, materials, and documentation originated and prepared for the District pursuant to the RFP shall belong exclusively to the District and be subject to public inspection. Trade secrets or proprietary information submitted with a proposal shall not be subject to public disclosure if clearly labeled and identified as such.

All proposals must include the following information:

- Information concerning any violation of federal or state law or regulation by the proposer
- Composite information about the criminal and disciplinary records of current employees of the proposer who may perform services for the District
- Information concerning any traffic violation or chargeable accident that occurred during the course of employment by any individual employee of the proposer

**7 Information Requirements**

To understand more about your company and your ability to successfully fulfill this important DBASD requirement, please provide the information below as part of your response, clearly referencing each specific question.

**7.1 Corporate Information**

1. Give a brief overview of your organization’s involvement in providing outsourced IT services in the educational marketplace.
2. Please provide at least three references (from the educational marketplace). At least one reference must be from a school district in either Berks, Chester, Lancaster, or Montgomery County where your company currently successfully manages a 1:1 program.
3. How long has the organization been in this business and what additional services do you provide?
4. In what geographic areas (cities/towns) do you provide support services?

## Daniel Boone Area School District

5. How many employees are in your organization?
6. Please describe your relationships and experience with any applicable vendors. How could these relationships benefit the DBASD?
7. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
8. Will you subcontract any components of the proposed solution to third-party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have completed together.

### **7.2 Proposed Approach and Solution**

1. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to DBASD.
2. The district leverages Jamf as our management solution for all Apple devices and is key to our operations. Please provide documentation to confirm the individual proposed for the level II position is at least a Jamf Certified Associate at the time of submission.
3. Please describe your experience with the items mentioned in Section 3 & 4 (*Overview of Current DBASD Technical Environment & Scope of Services*).
4. Please provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well-planned and executed technology strategies. What were the critical factors in this transformation?

### **7.3 Support**

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, and staff expertise.
2. For this RFP, specific staffing was requested (Section 4 – On-site Support). While we still request your bid be submitted with these staffing requirements, if you could adjust the model, what, if anything, would you change/adjust?
3. What experience do you have providing professional development to educators?
4. Describe any educational groups/organizations with which you participate.
5. How do you monitor customer satisfaction and quality assurance on an ongoing basis?

## **8 Communications and Response**

Scott Matz is the designated DBASD representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information as follows:

Scott Matz  
scott.matz@dboone.org (*required contact method*)  
610-582-6140  
501 Chestnut Street  
Birdsboro, PA 19508

## **9 Notification of Intent to Respond and Clarification Questions**

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table below. Also, 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. Answers will be provided to all respondents by the *Answers Provided* date.

## **10 Response Delivery Instructions**

Please submit both an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above, as well as a physical copy of the proposal to the following address: District Administrative

# Daniel Boone Area School District

Office, 501 Chestnut Street, Birdsboro, PA 19508. All responses must be received on or before noon (12:00 PM EST) on the *Proposals Due* date indicated in the *Key Dates* table below.

## 11 Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due
Date	3/3/2023	3/13/2023	3/15/2023	3/20/2023
Time (EST)	3:00 pm	12:00 pm	12:00 pm	1:00 pm

### ESTIMATED TIMELINE

- Contract Award 4/24/2023 (subject to negotiation of a final contract)
- IT Services Transition Period 7/1/2023

## 12 Reservation of Rights

The School District reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all Proposals with or without cause. The School District further reserves the right to waive any irregularity or informality in this RFP process or any Proposal, and the right to award the Contract to other than the Proposer submitting the best financial proposal (low proposer). The School District reserves the right to request additional information from any or all Proposers.

## 13 No Guarantee

DBASD makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.



### IT RFP EVALUATION SCORECARD

Before giving to reviewers, the Procurement Team Leader should enter each evaluation criteria to be scored in the first column and indicate the priority level under the “multiplier” column. The evaluation criteria with the highest priority will have the highest multiplier, e.g., “x 10” and the lowest priority criteria will have the lowest multiplier, e.g., “x 1”. Multiply the multiplier by “5” to obtain the highest number of points for each criterion (since “5” is the highest score).

**Reviewers must check one score (0-5) for each criterion. Multiplying the marked score by the multiplier will result in the total points awarded for that criterion**

Provider Name:

---

Reviewer Name:

---

1.)	References provided for current 1:1 managed district(s) in the locally defined region.	1 2 3 4 5	x 10 multiplier	_____	/50
2.)	Industry-specific expertise and experience	1 2 3 4 5	x 5 multiplier	_____	/25
3.)	Demonstrated customer service quality and support	1 2 3 4 5	x 3 multiplier	_____	/15
4.)	Appropriately certified personnel	1 2 3 4 5	x 3 multiplier	_____	/15
5.)	Previous relevant experience in education	1 2 3 4 5	x 3 multiplier	_____	/15
6.)	Vendor strength and stability	1 2 3 4 5		_____	/5
7.)	Account management	1 2 3 4 5		_____	/5
8.)	Reporting capabilities	1 2 3 4 5		_____	/5
9.)	Financial considerations	1 2 3 4 5		_____	/5
10.)	Completeness, timeliness, and organization of the proposal	1 2 3 4 5		_____	/5

\_\_\_\_\_ /150

	Comments on individual score selections or general comments during the review of response:
--	--

**ATTACHMENT A**

*Please use the format below to submit the financial portion of your proposal.*

**Part 1** – Based on the staffing levels required in Section 4 - Scope of Services:

<b>Year 1 Total Cost to DBASD for On-Site Support Services</b>	<b>Year 2 Total Cost to DBASD for On-Site Support Services</b>	<b>Year 3 Total Cost to DBASD for On-Site Support Services</b>	<b>TOTAL 3 YR COST TO DBASD FOR ON-SITE SUPPORT SERVICES</b>
<b>Year 1 Total Contract Cost to DBASD</b>	<b>Year 2 Total Contract Cost to DBASD</b>	<b>Year 3 Total Contract Cost to DBASD</b>	<b>TOTAL 3 YR CONTRACT COST TO DBASD</b>
<b>Additional Comments/Information to Consider:</b>			

**Part 2** – Based question 7.3.2, if you could adjust the model, what would be your recommended model, and what would this annual cost be to the District?

<b>Description of Alternate Model:</b>			
<b>Year 1 Total Cost to DBASD</b>	<b>Year 2 Total Cost to DBASD</b>	<b>Year 3 Total Cost to DBASD</b>	<b>TOTAL 3 YR COST TO DBASD</b>