

ENTHEOS ACADEMY

EXCELLENCE • SERVICE • LEADERSHIP

Entheos Academy

REQUEST FOR PROPOSAL

Entheos Academy Technology Services

4710 W 6200 S Kearns UT 84118

801-417-5444

SECTION I

SELECTION SCHEDULE

- Notice of RFP:** January 26th, 2023 - March 24th, 2023 – published on the Entheos Academy website – www.entheosacademy.org
- On-Site Building Tours:** If you would like a tour of the building and current tech to assess the scope of work, we will give tours from February 6- 24 upon request. Please contact sue.talmadge@entheosacademy.org to schedule a time.
- Submission Deadline:** Friday, March 24th, 2023, by 5:00 pm to Sue Talmage at sue.talmadge@entheosacademy.org: Proposals must be submitted in compliance with Section IV of this RFP.
- Award Date:** Wednesday, April 5, 2023.

SECTION II

INTRODUCTION

- A. Entheos Academy is requesting proposals for technology services to begin July 2023. Entheos Academy serves approximately 1050 Kindergarten through 8th-grade students at two campuses on the west side of the Salt Lake Valley. Entheos has been providing a quality charter school education to students for over a decade and is currently seeking RFPs for technology services to ensure we stay up to date and optimally functional in providing for the needs of our schools.

- B. AWARD OF CONTRACT. The contract will be awarded to the offeror whose proposal is determined to be the most advantageous to Entheos, taking into consideration the price and the evaluation factors set forth in this RFP.

SECTION III

PROPOSAL INFORMATION

- A. Proposals must be submitted in compliance with Section IV of this RFP.
- B. The services required and offered in a proposal should meet the needs described below. Only one proposal from each offeror may be submitted and considered. Offerors may include any special or unique services they plan to provide.
- C. Proposals will be evaluated by a committee appointed by the Entheos Academy Governing Board. The school will cooperate with all potential offerors, to the extent reasonably possible, in their attempt to obtain information. Discussions may be conducted with offerors who submit proposals to ensure a complete understanding of and responsiveness to the solicitation requirements.
- D. It is understood that Entheos' issuance of this RFP does not obligate Entheos to accept any of the proposals submitted in response to this RFP, nor does it guarantee that Entheos will, in fact, accept any of the said proposals. Accordingly, no agreement exists between Entheos and any offeror until a written contract is approved and executed by the Entheos governing board.
- E. This RFP does not obligate Entheos to pay for any costs of any kind whatsoever that may be incurred by an offeror or any third parties in connection with a proposal. All proposals, responses, and supporting documentation shall become the property of Entheos.
- F. At any time during the evaluation process, the evaluation committee may, with appropriate approval, request best and final offers as provided for in Section 63G-6a-707.5, from responsible offerors who submit responsive proposals that meet any minimum qualifications, evaluation criteria, or score thresholds identified in this RFP.

SECTION IV

PROPOSAL REQUIREMENTS

- A. Proposals must contain a cover letter, which shall include the following:
 - a. A statement of the offeror's intent to provide the services outlined in this proposal
 - b. The legal company name
 - c. Complete company address
 - d. Company contact person's name, phone number, and email address
 - e. Company's website address
 - f. Signature and position/title of the company's authorized representative
 - g. The date of submission
- B. Proposals must address the Proposal Specifications outlined in Section V below.
- C. Proposals must include evidence of a current business license and insurance.
- D. Proposals must be emailed to Sue Talmadge at sue.talmadge@entheosacademy.org on or before Friday, March 24, 2023, by 5:00 pm. Proposals should be in PDF format. **All cost information provided by the offeror must be contained in a separate pdf file and clearly identified as cost information.**
- E. **The subject line of the emailed proposal must include "Request for Proposal - Entheos Academy Technology Services."**
- F. Proposals must be signed by the offeror.

SECTION V

SPECIFICATIONS

Scope of Services:

Network

1. Provide 24 hours per day, 365 days per-year technology support of Entheos's technology network.
2. Operate and maintain the Local Area Network (LAN) and Wide Area Network (WAN).
3. Maintain the privacy and security of the network and individual computers through technology solutions.
4. Troubleshoot computer, network, and printing problems (network problem 1-hour resolution goal).

Support

5. Provide "Help Desk" support services, including troubleshooting software or hardware malfunctions, installations, internet, and peripheral connectivity or similar hardware, software, or connectivity issues.
6. Provide on-site technical support two full days per week, with each campus receiving on-site support for one-half day twice weekly.
7. Provide annual training to school staff on network security.
8. Coordinate outside support or services as necessary.
9. Perform regular network backup on a schedule.
10. Maintain manufacturer-provided updates on hardware and software.
11. Install school-purchased hardware and software.

Planning and Policies

12. Work with the school team in determining and recommending system/operations improvements and needs.
13. Work with school team to develop technology budgets and short and long-term plans.
14. Participate in developing policies, procedures, and documents related to the computer network and clearly and effectively communicate with the school team about policies.

Email

15. Maintain the school's email service.
16. Maintain the school's Governmental Records Access Management (GRAMA) compliant email archiving and backup service.
17. Maintain School servers (Apple and PC) to ensure system uptime.

Other

Experience and Qualifications

1. Able to begin providing full services as of July 2023.
2. Quality References/history of providing successful services.
3. Have a current business license and insurance.

4. At least 5 years of experience in technology business services.
5. At least 2 years of experience in serving charter schools.

SECTION VI

EVALUATION CRITERIA

Criteria Unrelated to Cost

- A. Scope of services **(50 points)**; ability to fulfill the requirements listed in Section V.A.
- B. Experience and qualifications of the offeror **(50 points)**; ability to meet the timeline, provide references, business license, and insurance, years of experience, and inclusion of warranty.

Criteria Related to Cost*

- C. This criterion is based on the cost proposed in section V(B)(4) above **(50 Points)**.

Total points available based on Evaluation Criteria: **150 points**.

*NOTE: Cost is evaluated and scored independently.