

District Information

Centralia R-VI School District – hereinafter referred to as the District - primarily serves the community of Centralia, Missouri and is located in the northeast corner of Boone County, Missouri. The Centralia R-VI School District includes the City as well as eastern Audrain County and the southwest tip of Monroe County. The district encompasses approximately 200 miles and serves approximately 1,400 students PK-12 and employees approximately 180 people.

The current state of technology within the district is as follows:

- Fiber connectivity between schools but not all facility locations
- Network is primarily Dell products for both servers and SAN
- Wireless network is Aruba/HP
- 1:1 is not installed, but a large presence of Chromebooks exists (primarily Dell)
- Staff utilize either Dell desktops or Macbook Air's
- Mitel VOIP system

Existing Facilities



Location	Built	Sq. Ft.
Chance Elementary School	1951	46,092
Centralia Intermediate School	2007	50,800
Chester Boren Middle School	1963	58,670
Centralia High School	1956	92,977
Champion Academy	2015	1920
Bus Barn	N/A	4232
Maintenance Facility	N/A	300
Central Office	N/A	1500

Project Overview

Centralia R-VI is seeking a partner interested in providing a managed technology solution. This solution should provide the following minimum services:

- Strategic services for core infrastructure including, but not limited to:
 - Network hardware configuration, maintenance and real-time monitoring
 - Hardware replacement schedules

- Network connectivity for both wired and wireless applications
- Deployment documentation, hardware maps and up-to-date inventory
- The capacity to host and manage servers and appliances such as firewalls, web filtering and virtual applications
- Disaster backup and recovery plans
- License management
- Provide annual reports including, but not limited to: volume, completion rate, completion time and high-occurrence rates
- Provide a help desk support platform including, but not limited to:
 - Electronic ticketing and tracking system
 - Access to phone support
 - Access to onsite support

Detailed Responses

Please address the following questions and submit written responses within the proposed bid:

1. How will the Vendor provide network management and reliability services? To what level will the Vendor be involved in supporting these applications and what responsibilities will be held by the District?
2. Can the Vendor provide 99% reliability for the network? If so, how is that ensured?
3. What steps will be taken by the Vendor before a technician is dispatched to the District?
4. What is the maximum amount of time that telephone support or “remote” support will be used in troubleshooting an issue before Vendor dispatches a support technician?
5. If the equipment is not immediately repairable by a Vendor technician, what is the maximum time the District will have to wait for replacement parts or loaner/replacement equipment to be put in place?
6. Detail the levels of responsibility for supporting equipment. What will be the responsibility of the District and the responsibility of the Vendor?
7. Detail the threshold at which a machine is deemed to be replaced, rather than repaired.

Only vendors responding with complete solutions that are submitted on-time will be accepted. It is the vendor’s sole responsibility to make sure that their response is complete and delivered on-time online via the IFCB at www.crwconsulting.com/ifcb. The school district reserves the exclusive right to reject all proposals as well as the right to accept the best-fit overall solution that is considered the most responsible proposal.

District Tours/Walkthrough

To assist in preparing the proposal the district will make staff available for two mandatory walk-throughs with all prospective Vendors on November 21, 2022 or November 28, 2022. Both will

begin at 9:00am. The meeting location for these tours will be 849 S Jefferson, Centralia, MO 65240. Vendors will check in with Marshall Gingrich or Steven Chancellor.

SUMMARY OF PROPOSAL TABS

A brief explanation of each evaluation category is listed below. Information in one category may overlap information in other categories. Vendors are encouraged to fully address each category completely.

- A. Transmittal Letter/Letter of Introduction – Each proposal must be accompanied by a transmittal letter that must include the following information:
 - 1) Identify the submitting organization, and describe the background of the organization.
 - 2) Identify name, title, telephone and e-mail address of the person(s) authorized by the company to contractually obligate the organization for this proposal.
 - 3) Be signed by a person authorized to contractually obligate the organization.
 - 4) Acknowledge receipt of any and all amendments to this RFP.
- B. Vendor Profile – Brief history of the organization. Provide information that documents the background and experience of your organization’s ability to produce the required outcome of this request for pricing.
- C. Proposed Team - Provide organizational chart identifying project team members and clearly identify their roles for the proposed project. List similar projects the proposed team has worked on together.
- D. Technical Approach – Describe the schedule of events necessary to complete this Scope of Work. Outline the approach to this type of project and identify critical or unique issues specific to this project. Outline a communications process and explain unique approaches used elsewhere.
- E. Project Performance – Provide documentation and information regarding past performance on a minimum of three (3) past technology projects of which at least three (3) should be K-12 school related projects for other school districts in the past 10 years similar in scope and district size.
- F. Current work load/availability – Discuss your team’s availability to begin work on the proposed project and your organization’s current work load.
- G. Scope of Desired Services – Describe your organization’s approach to implementing and servicing our network. This should include a discussion about the timeline for installing and troubleshooting new equipment.
- H. Other Value-Added Services or Options – Vendors are encouraged to provide additional information regarding their services and/or knowledge of the industry that will ensure the success of a project.

- I. Example contract or agreement the District would sign with your organization. Please note – if your organization considers a portion of their solution as an equipment lease to the district that this agreement may not be tax-exempt. For questions regarding this please submit via email.
- J. Detailed Responses – Include your organization’s answers to the questions in the section above labeled Detailed Responses
- K. Miscellaneous – Please provide any additional information, not included in the above categories, that may be of interest to the District.

Non-Conforming Proposal

Any proposal deemed non-conforming regarding format will be considered nonresponsive. Clarification and/or questions concerning format must be submitted online via the IFCB at www.crwconsulting.com/ifcb.

Evaluation Process

The purpose of the evaluation of proposals is to assess the relative merits of the proposals submitted and to make an award to the responsible vendor(s) whose proposal(s) is/are determined to be the most advantageous to the District.

If fewer than three proposals are submitted, the District reserves the right to recommend an award or reissue the RFP.

Schedule of Events

1. Issue RFP/IFCB: November 14
2. On site walkthroughs – November 21 or November 28 at 9:00 am CST, 849 S Jefferson, Centralia, MO 65240.
3. Deadline to Submit Questions: Potential Vendors may submit questions as to the intent or clarity of this RFP until November 29 online via the IFCB at www.crwconsulting.com/ifcb .
4. Bid Evaluation: The evaluation of proposals will be performed by the District January 2 – January 6. During that time, the Superintendent may, at his option, initiate discussions with

Vendor(s) who submit responsive or potentially responsive proposals for clarifying aspects of the proposals. Proposals may be accepted and evaluated without such discussion. Discussions SHALL NOT be initiated by the proposal providers.

5. Recommendation for Award: The recommendation for award(s) will be finalized with the most advantageous Vendor(s) by January 10, 2022. This date is tentative, being mindful of schedules for Board of Education meetings. In the event that mutually agreeable terms cannot be reached within the time specified between the District and the selected Vendor, the District reserves the right to finalize an agreement with the next most advantageous proposal without undertaking a new procurement process.
6. The Board of Education has the final authority in this matter and has the right to reject any or all proposals.

Attachment A

Physical Addresses of the Centralia R-VI School District Buildings:

Location	Street	City, State, Zip
Chance Elementary School	510 S. Rollins	Centralia, MO 65240
Centralia Intermediate School	550 W. Lakeview	Centralia, MO 65240
Chester Boren Middle School	110 N. Jefferson	Centralia, MO 65240
Centralia High School	849 S. Jefferson	Centralia, MO 65240
Champion Academy	635 S. Jefferson	Centralia, MO 65240
Bus Barn	851 N Hwy 151	Centralia, MO 65240
Maintenance Facility	629 S. Jefferson	Centralia, MO 65240
Central Office	1399 Hwy 22, Suite B	Centralia, MO 65240