

## INFORMATION TECHNOLOGY SERVICES SOLUTIONS REQUEST FOR PROPOSAL

Palm Beach Maritime Academy and High School is requesting proposals for Information Technology (IT) services for its Elementary and Middle-High School campuses.

### I. General Information

Date Issued:	May 24, 2017
Services Requested:	Information Technology Services
RFP Specifications:	See Exhibit A
Contract Terms:	One year, with optional renewal
Proposal Opening Date:	Thursday, May 25, 2017
Proposal Closing Date:	Friday, June 2, 2017
Walk Through Schedule:	Call for Appointment: Ms. Gina Faya, 561-578-5700 Meeting will be at: 1518 W. Lantana Road, Lantana, FL 33462
Service to be Performed:	Through the calendar year. PBMA follows the Palm Beach County Public Schools annual calendar
Return Instructions:	Hand deliver, US Mail via certified delivery and/or email to:  Palm Beach Maritime Academy 1518 W. Lantana Road Lantana, FL 33462 Att: Gina Faya, Director of Operations GFaya@PBMAlantana.org
Contact:	Questions regarding this RFP should be directed in writing to: Gina Faya, Director of Operations GFaya@PBMAlantana.org

### II. RFP Submission and Award

- Proposals will be accepted until 5:00 PM on Friday, June 2, 2017. Proposals will be evaluated on a qualitative basis, to include discussions with other clients, and the company's completeness and timeliness in its response to us.

Proposals shall be submitted as follows:

- One (1) electronic copy emailed to: GFaya@PBMAlantana.org
  - One (1) hard copy in a sealed envelope marked "Information Technology Services Proposal"
- Palm Beach Maritime Academy reserves the right to reject any or all proposals.
  - Awards shall be made to the most qualified and responsible vendor whose proposal is the most responsive to this RFP as judged by PBMA. The chosen vendor will be the one whose experience, commitment to quality, added value capacity and scope of resources demonstrate their ability to perform the services required.

4. It is the responsibility of the prospective vendor to fully inform themselves of the conditions, requirements and specifications before submitting a proposal. Failure to do so will be at the vendor's own risk.
5. Proposals shall include the following information:
  - a. Brief overview of the company
  - b. Certificate(s) of Liability Insurance
  - c. Indemnification clause acknowledgement.
  - d. Service Schedule in accordance with this RFP.
  - e. Provide the names and contact information for at least three (3) other, similarly sized clients for reference purposes.
  - f. Bid Pricing Page referencing RFP section number.
  - f. Describe how and why your firm is different from other firms being considered, and why our selection of your company is the best decision the school could make.

If additional information is required, please contact Gina Faya by email at GFaya@PBMAlantana.org.

### III. Insurance Requirements

Insurers must have a Best's rating of "A" and a Financial Size Category of "VI" or better.

- Commercial General Liability Insurance. Minimum limits \$1M per occurrence / \$3 M annual aggregate.
- Automobile Liability Insurance. Minimum limits \$1M per occurrence / \$3 M annual aggregate.
- Workers' Compensation/Employers' Liability Insurance. Minimum amount of coverage for those coverages customarily insured under Part Two of the standard Workers' Compensation Policy shall be: EL Each Accident: \$500,000; EL Disease-Policy Limit: \$500,000; EL Disease-Each Employee: \$500,000.
- Certificate Holder Box must include: The School Board of Palm Beach County and its members, officers, employees and agents; Palm Beach Maritime Foundation; Palm Beach Maritime Academy.

### IV. Indemnification of School by Vendor

The duty to indemnify for professional liability shall be included in contract as follows:

Vendor shall indemnify, **defend** and hold harmless PBMA, its Sponsor, parents, subsidiaries, affiliates, successors, licensees and assignees, and the officers, employees, agents, and all other representatives thereof, and hold each of them harmless from and against any and all loss, damages, costs and expenses, including **reasonable, outside** attorneys' fees, arising out of or connected with any **third party** claim, demand or action arising from a breach **or alleged breach** of any warranties, representations, **agreements and/or covenants** made by Vendor in the Janitorial Service agreement..

### V. General Computer Information – School 2801 Grades K-8

Desktop Computers: 227

Student Mobile Computers (Laptops): 122

Student Thin-Client (Chromebooks): 153

Total Number of Classrooms: 72

Classrooms with Wireless and Physical Ethernet Connection: 72

Computers Used by Office Staff: 15 (elementary); 15 (MS/HS)

### VI. General Computer Information – School 3924 Grades 9-12

Student Mobile Computers (Laptops): 96

Classrooms with Wireless and Physical Ethernet Connection: 11

**VII. Background Screening**

Vendor will abide with District's background screening procedures. Vendor's staff involved in providing day support services must be background checked and cleared through Palm Beach County School District, Campus Police Department.

**VIII. Managed Services**

- Installing and configuring wireless network without annoying dead spots.
- Keeping hardware and network functioning consistently.
- Using secure encryption methods on wireless network.
- Virtualization infrastructure of network, storage, laptop/server hardware, operating systems and applications.
- Provide scheduled server backup maintenance.
- Keep network safe with 24/7 virtual security.
- Identify and fix issues proactively, before they even begin to cause problems in the school.
- Create a support system for the school and its technology.
- Repair and maintenance of hardware and wiring, including phone system.
- Network Monitoring of all critical systems to PBMA including:
  - security patches, drive space, memory usage, file/folder permissions, Virtual Private Network (VPN)
- Network Maintenance – Establish new email accounts, add or delete email accounts as requested by client, provide network and copier access to new employees.

**IX. Computer Support Services**

- On-demand support for issues that crop up with system or equipment.

**X. Business Continuity and Disaster Recovery**

- Analyze how well prepared PBMA is for a disaster and tailor a strategy to protect our school's critical data.
- Protect all school files and other critical data in case of a software or hardware failure.

**XI. Comprehensive Services**

- Setup and deployment of new systems
- Scheduled on-site support
- Assistance with licensing rights
- Use of ticketing software
- Assistance with the allocation of system resources
- Hardware failure determination and resolution
- Hardware maintenance as required; diagnosis and repair of defective hardware by replacing parts
- Installation of hardware upgrades and new systems

**XII. E-Rate Approved Vendor**

- PBMA participates in the E-rate program. A vendor who is well versed in E-rate and can assist in the development of a technology plan in accordance to the program, is preferred.