

REQUEST FOR PROPOSAL

DECORAH COMMUNITY SCHOOL DISTRICT



School Computer Technician Services

2024

It is the policy of the Decorah Community School District not to illegally discriminate on the basis of race, color, national origin, sex, disability, religion, creed, age (for employment), marital status (for programs), sexual orientation, gender identity and socioeconomic status (for programs) in its educational programs and its employment practices. There is a grievance procedure for processing complaints of discrimination. If you have questions or a grievance related to this policy please contact the district's Equity Coordinator, Mr. Justin Albers, 405 Winnebago St., Decorah, Iowa 52101, (563) 382-8427.

Request for Proposal (RFP) - School Computer Technician Services

I. Introduction:

Decorah Community School District invites qualified computer service providers to submit proposals for the position of School Computer Technician. The selected provider will play a crucial role in assisting technology staff and district employees by helping repair Apple devices and peripherals, addressing computer network problems, installing cable, and maintaining hardware, software, and networks for the benefit of staff, students, and administrators.

II. Scope of Work:

The School Computer Technician will be responsible for, but not limited to, the following:

Hardware Maintenance:

- Set up, install, and maintain district computer systems, recommending and installing workstation hardware and software upgrades.
- Set up, install, and maintain printers, computer peripherals, and related software.
- Perform repair of computer hardware, printers, and peripherals, including acquiring parts and maintaining service-related records.

Software Support:

- Install and troubleshoot computer software while maintaining license requirements.
- Provide basic training on the care and operation of district computer equipment as needed.
- Helps with Student Information System (SIS) [PowerSchool SIS]
 - Management of student information in PowerSchool, including data entry, report generation, and semester grade storage

Network Assistance:

- Provide support to network administrators, including backing up/restoring files, shutting down/rebooting servers, and performing basic administration tasks on user accounts while maintaining data integrity and network security.

Audio-Visual Systems:

- Utilize experience in installing, maintaining, and troubleshooting audio-visual systems.

Technical Support:

- Provide on-site technical support to faculty, staff, and students. This includes onsite support for faculty, staff, and students for computers, copiers, printers, etc.
- Help coordinate annual cleaning and preventive maintenance of district equipment.

III. Proposal Submission Requirements:

Interested parties should submit a comprehensive proposal including the following:

- *Company Overview and Experience:* Highlight your company's experience in providing computer/network services to educational institutions.
- *Technical Expertise:* Detail the technical expertise and qualifications of the proposed computer technicians. Vendors must provide background checks for onsite technician.
- *References:* Provide references from at least three educational institutions where you have provided similar computer services.
- *Implementation Plan:* Outline a detailed plan for implementing computer services, including timelines and milestones.
- *Cost Proposal:* Provide a detailed breakdown of labor costs per day and any other associated expenses.
- The vendor must not be red-lighted.
- The proposal should include the total cost for service with the following commitments.
 - Technician onsite 5 days per week 7:30 am - 4:00 pm
- The contract will be from **March 1, 2024**, until June 30th, 2024. The potential contract renewal will be for a 12-month contract from July 1, 2024, until June 30th, 2025, Based on 261 working days.
- The vendor will include a Decorah CSD designated employee in the vetting and/or hiring process for the named onsite staff member.

IV. Proposal Submission Deadline:

All proposals must be submitted by **1PM on Wednesday, February 21,** to Shawn Gordon - Director of Technology and Information Systems.

Proposals are accepted via email (shawn.gordon@decorah.school), Mail (DCSD is not responsible for delays in shipping), or in person at:

Decorah Community School District
Attn: School Computer Technician RFP
1732 Old Stage Road
Decorah, Iowa 52101

V. Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Technical expertise and qualifications
- Experience in providing computer services to educational institutions
- References
- Implementation plan
- Cost Proposal

VI. Contract Award:

The contract will be awarded to the proposal that best meets the needs of the Decorah Community School District. *Decorah Community School District reserves the right to reject any or all proposals.*

VII. Contact Information:

For questions or additional information, please contact:

Shawn Gordon - Director of Technology and Information Systems
shawn.gordon@decorah.school
563-382-4208

Thank you for your interest in providing computer services to Decorah Community School District. We look forward to receiving your proposals.

Decorah Community School District
1732 Old Stage Road
Decorah, Iowa 52101
563-382-4208