1091 Snelling Ave N, St Paul, MN 55108

(phone) (651) 642-0667

https://midwaystar.org/

Technology Services Support RFP

Introduction

Midway Star Academy, a K-8 charter school located at **1091 Snelling Ave N, St. Paul, MN 55108**, we are currently accepting bids for comprehensive IT support services, including both onsite and network support. Midway Star Academy currently has 400 students and approximately 60 staff.

The selected vendor will be awarded a one-year contract, with the possibility of renewal for up to two additional years based on performance.

The school provides education for grades K-8 and is committed to leveraging technology to enhance student learning and staff efficiency.

Term of the contract

The IT contract is for an initial term of one year, with the option for renewal for up to two additional years based on performance and school leadership recommendation.

Scope of Work

MSA is seeking proposals from qualified IT service providers to deliver the following services:

Onsite IT Support

- Manage the distribution and collection of Chromebooks for students every year.
- Provide a minimum of **4 hours of onsite support twice a week** during school hours to address in-person IT issues.
- Troubleshoot and resolve hardware, software, and connectivity issues for staff and students.
- Support school-wide technology initiatives and integration efforts.
- Assist in the setup and maintenance of classroom technology, including projectors, smartboards, and printers.

- Provide cybersecurity support, including firewall maintenance, antivirus management, and security updates.
- Maintain log and/or list of required repairs and maintenance
- Provide network accounts and passwords as required.
- Troubleshoot computer, network, and printing problems.
- Assist in troubleshooting and maintaining student learning applications such as IXL, Google Classroom, and other educational tools.
- Provide individual training and support on request.

Network and Infrastructure Support

- Maintain and support the school's network infrastructure, including firewalls, routers, switches, and wireless access points.
- Ensure security and compliance with applicable standards and regulations.
- Monitor network performance and resolve any connectivity issues.
- Support for cloud-based applications and data backup solutions.
- Communicate clearly and effectively with school staff about network-related policies and procedures;
- Plan and direct the implementation of new IT systems.
- Provide network access to all staff and students.
- Ensure security of data, network access and backup systems.

Information Systems

- Oversee the management and maintenance of the student information system (currently Synergy).
- Set up, manage, and maintain Zoom applications for teachers and students.
- Provide training and support for teachers and staff on technology-related instructional tools.
- Assist with the E-Rate application process, including gathering necessary documentation.
- Provide technical support for all approved learning platforms used at MSA.
- Support and maintain MSA's Learning Management System (LMS).
- Manage and maintain the school's email and website services.
- Ensure compliance with the Children's Internet Protection Act (CIPA).

Technology Inventory Management

- Maintain an up-to-date and accurate inventory of all technology hardware, software, and related resources.
- Evaluate and recommend the purchase of technology resources to support school operations.
- Assess and prepare outdated or non-functional hardware for proper disposal.
- Ensure all hardware is securely wiped and stripped of data before disposal to protect sensitive information.

For School Years 2026-2027 & 2027-2028

The proposer must indicate below the percentage of price increase or percentage of price decrease applicable. If a percentage is not quoted (i.e., left blank), MSA shall have the right to execute the option at the same price(s) quoted for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE. The percentages indicated below will be used in the cost evaluation process to determine the lowest offer and the potential maximum financial liability to MSA.

Annual Increase
Year 2 (2026-2027) Period: +/-___% over 20__-20__
Year 3 (2027-2028) Period: +/-___% over 20__-20__

Requests for Clarification

Prospective organizations seeking clarification on this RFP must submit their requests in writing via email to mwarsame@midwaystar.org with the subject line: **"Charter School IT Services RFP – Request for Clarification."**

All clarification requests must be received no later than **March 18, 2025.** Responses to all submitted questions will be provided to all parties intending to submit a proposal within **24 hours** of receipt.

Submission Instructions

Submit proposal electronically to:

Mohamed Warsame, Executive Director

mwarsame@midwaystar.org
(Phone) (651) 642-0667 (office)

Thank you for your interest in partnering with us. We appreciate your proposal for IT services and look forward to reviewing it.

Best regards,
Mohamed Warsame