

Tapestry Public Charter School seeks a request for quote for IT services and support to be provided on location at 3130 Raymond Drive, Atlanta, GA 30340.

Background: Tapestry is a public charter school that services 250 students. Tapestry employs approximately 80 staff. All students are provided with a Chromebook (either ASUS or HP) and staff are provided with a Dell Latitude 3550 Laptops or HP Probook. The technology lab is equipped with ASUS 17" gaming laptops. In addition staff and students utilize IPAD Air for the provision of educational services. Classrooms are equipped with EPSON BrightLink 585Wi/595Wi/ 695Wi Projectors, and Xerox Phaser 3330/3320 printers with ethernet to WiFi adapters. The building utilizes a Dell Multi-Format File Server (13 TB) to provide curriculum via Discovery Education and serves as the print count server for the classroom printers as well as the active directory controller for the Lab computers ; and Dell/Aruba Networking W-IAP105, W-IAP205, W-IAP215 and W-IAP315 Wireless access points with Zyxel 24 port POE and HP/Aruba Procurve managed Switches and a Sonicwall NSA-2600 firewall.

The following identifies the responsibilities to be performed by the selected vendor:

1. Chromebooks: General configuration, power washing and troubleshoot problems related to operation of the chromebooks. Process warranty repairs as needed.
2. Maintain Teacher Laptops, install software, uninstall software, troubleshoot problems and reset and reconfigure as necessary.
3. Maintain Computer Lab Laptops: Install updates and new software as required.
4. Server: Ensure appropriate operation and administer Active Directory policies for the Lab and monitoring of printers.
5. Epson Brightlink: Configure and Calibrate as necessary and ensure wireless connectivity
6. Network Infrastructure: Maintain and troubleshoot WiFi system
7. Firewall: Configure and maintain security settings. Maintain list of whitelisted devices to ensure separate routing of staff and student devices.
8. Keep appropriate records of all work performed pursuant to the Contract.
9. Provide a certificate of insurance showing \$1,000,000 occurrence/\$2,000,000 aggregate with and agreement to indemnify for any misconduct of the vendor or the vendor's employees.
10. IPADS: Setup and maintain. Push Apps as necessary
11. Chromebooks: replace broken screens or other components where parts are provided process warranties
12. Assist with distribution and return of computers and the start and end of the school year.
13. Update asset log to evidence location of of computers
14. Identify and facilitate remediation of internet issues with designated provider.

**(NOTE 200 of the Chromebooks are new and have a 3 year return warranty as a result, unless the issue is easily remedied they will need to returned for warranty service)**

The inability to provide services will not disqualify a vendor from earning the contract as long as quote is clear as to what can/cannot be provided. Unless otherwise noted any RFQ that does not otherwise state will be presumed to provide services described in 1-14 above. Any additional service will not be assumed unless specifically listed.

Hours: Vendor must check in daily when school is in session by 8:30 am in order to assess needs for the day. If no immediate need is presented at the morning call, Vendor will be expected to respond to calls related to problems or concerns within 1 hour and if the problem cannot be addressed over the phone the vendor shall dispatch a qualified employee who meets all relevant performance criteria to be on location within 3 hours and remain as necessary until the problem is resolved.

Selection Criteria: The selection of a contractor will be based upon an evaluation of the company's ability to provide the requested services in addition to performance in an interview to be conducted after all quotes have been submitted. All vendors are not guaranteed an interview. Interviews will be at the discretion of Tapestry. All vendors agree that any staff assigned to work at the school will undergo a criminal background/fingerprint checks and that no individuals with a felony, theft, drug related or violent criminal history will provide service to the school.

Upon execution of this contract, contractor must show proof of insurance. Proposals shall include the following information: ·

Company name; · Name, address, telephone number, facsimile number, and email address of the company's representative assigned to the project(s); and a description of your overall experience in provision of the above described services.

A price quote for the entire project and an itemization for the above services and an hourly charge for such services AND alternatively a flat rate quote for the provision of the required service listing clearly any of the additional services that are provided in the quote.

Notification: Interested firms should respond via email to: [devon@tapestrycharter.org](mailto:devon@tapestrycharter.org) by 2:00 p.m. on July 15, 2018.. Please also send your quote in writing to Tapestry Public Charter School, Attn. Devon Christopher; 3130 Raymond Drive, Atlanta, GA 30340. It is understood and agreed upon that quotes received in response to this RFQ will be valid for a period of thirty (30) days from July 15, 2018.

Tapestry reserves the right to reject all proposals and to award different projects contained herein to different proposers. Questions related to the RFQ may be directed to Devon Christopher by email [devon@tapestrycharter.org](mailto:devon@tapestrycharter.org). Only questions received prior to 5 p.m. on July 7, 2017 will be responded to. Any questions that may have significance to more than one vendor will be posted at [www.tapestrycharter.org](http://www.tapestrycharter.org) as an Addendum to the RFQ. Proposals will be evaluated based on the evaluation criteria listed above, the interview, the background and experience of the vendor, the qualifications of key personnel and the cost. Tapestry reserves the right to re-issue the RFQ for any reason. In the event bids have been submitted and the RFQ is reissued, vendors will be notified and asked if they wish to resubmit the same bid or amend.



