



1600 Main Street, Hopkins, MN 55343

Phone: 952-540-2942

Technology Services Support RFP

1. Introduction

Ubah Academy Charter School serves students from sixteen different communities in Minneapolis, Saint Paul, and surrounding suburbs. The school provides education for grades 9-12 and is committed to leveraging technology to enhance student learning and staff efficiency. To support our ongoing IT needs, we are currently accepting bids for comprehensive IT support services, including both onsite and network support. Ubah Academy current has 300 students and approximately 42 staff.

2. 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.

3. Scope of Work

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

4. Onsite IT Support

- Manage the distribution and collection of Chromebooks for students every year.
- Provide a minimum of **4 hours of onsite support per week** 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.

5. 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.

6. 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 Ubah Academy.
- Support and maintain Ubah Academy'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).

7. 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.

8. Requests for Clarification

Prospective organizations seeking clarification on this RFP must submit their requests in writing via email to Eric.brandt@ubahacademymn.org with the subject line:

"Charter School IT Services RFP – Request for Clarification."

9. Timeline

RFP Issued: 3/5//2025

Proposal Submission Date: 3/25/2025

Selection Notification: 4/18/2025

10. Submission Instructions

Submit proposal electronically to:

Eric Brandt, Assistant Director

Eric.brandt@ubahacademymn.org

11. Contact for Questions

For questions about this RFP, contact:

Eric Brandt, Assistant Director

Eric.brandt@ubahacademymn.org

Thank you for your interest. We appreciate your willingness to submit a proposal to provide **IT services** for our organization.

We look forward to evaluating your proposal.

Sincerely,
Faysal Ali