



Request for Proposal
Technology Services

INVITATION

Stonebridge Word School is inviting interested and qualified organizations to submit proposals for Technology Services, which will be accepted until May 8, 2025 at 5:00 PM. Proposals should be emailed to:

Attn: Barbara Novy
bnovy@sbwschool.org

Or mailed to:

Barbara Novy
Executive Director
Stonebridge World School
4530 Lyndale Ave S
Minneapolis, MN 55419

One electronic or hard copy of the proposal must be emailed, mailed, or hand delivered to Stonebridge World School by 5:00 p.m. on May 8, 2025.

Questions may be submitted via email to Barbara Novy at the email listed above.

RFP Schedule

Activity	Date
RFP Invitation	April 10, 2025
Deadline to Submit Questions Regarding RFP	April 23, 2025
RFP Responses Due	April 25, 2025
Selection	May 9, 2025
Relationship Effective Date	July 1, 2025

NOTE: The issuing of this RFP in no way obligates SWS to accept any of the proposals that may be submitted by the due date, and SWS may, at its sole discretion, continuing operating under the status quo.



BACKGROUND

Stonebridge World School is a PreK – 6 Minneapolis public charter school that provides a unique combination of a global curriculum, a variety of services and a central location designed to provide a first-class education to Minneapolis students.

SCOPE OF WORK TO BE PERFORMED

PLEASE NOTE: Your firm must choose to respond to all elements of the Scope of Work.

Fixed Rate Services

Fixed rate charges will cover everything with the following conditions:

- Support will be provided during working hours. These are also referred to as 'standard hours' and are 8.00am- 5:00pm Central Time on weekdays (excluding Holidays)
- Support will typically be provided during weekly onsite visits, or on a remote offsite basis. Necessity of additional visits to the supplier's location(s) will be determined by the supplier. All issues capable of being addressed onsite, will be scheduled during the onsite scheduled visits.
- All work, offsite and onsite, comes out of the same pool of monthly hours. Extensive use of offsite support may result in shorter weekly visits to maintain the monthly hour allotment.
- Additional hourly charges apply for support outside of standard hours as approved by client

Scope of Services

- Onsite and On-Call Support – 20 hours per Month as defined by the Client including mentoring and support of onsite resources for Servers, Windows, MacOS and iOS devices.
- System Security / Internet Protection – Proactive scanning/testing coordination, Virus/Spyware/Adware removal
- Network Support - Design, setup, troubleshooting, wireless security, file and printer sharing, etc.
- Hardware Support - Install or upgrade devices, coordinate hardware repairs and recycling.
- Software Support – Windows and macOS System and software installation and updates
- School Specific Software/Systems Support – Including, Office365, GSuite for Education Administration, Standardized Testing Administration and support to eRate Consultant
- Data Services - Online Backup Systems, Data Recovery
- Remote management of iOS devices - using an MDM system (Mobile Device Management)
- System Protection / Internet Security – Proactive scanning/testing coordination, Virus/Spyware/Adware removal
- Maintenance and Cleaning - Device tune-ups, cleaning
- Vendor Coordination – Ongoing coordination of phone, security system and copier vendors, and software service vendors
- IT Consulting – Ongoing IT support, strategic technology planning, budgeting support, recommendations, and lifecycle planning
- Hardware Procurement Assistance / Set-up – Assist with the purchasing and setup of new devices, software or additional external services, configure to Client standard and troubleshoot problems



- Inventory Control – Create and maintain Hardware Inventory and Management Plan
- Audit Support – Support Client with Hardware and Service Data for External Audits as required

Key supplier responsibilities

The supplier will maintain and support the IT system used by the client. Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client
- Respond to support requests within reasonable time, in any case. Do its best to escalate and resolve issues in an appropriate, timely manner.
- Maintain appropriate business insurance commensurate with industry standards for similar suppliers
- Maintain good communication with the client at all times.

PROPOSAL REQUIREMENTS

The following must be received by the proposal due date.

Firm's Qualifications

- Qualifications and Related Charter School Experience - Sufficient information should be provided regarding qualifications of the firm to provide the requested scope of work.
- Provide client references in the Charter School industry

Personnel Qualifications

- Provide sufficient information and related experience of personnel who will perform SWS's services.
- Additional Information - Interested firms are encouraged to provide any additional information not otherwise requested that may aid SWS in awarding this professional service contract.