



## At Your School (AYS, Inc.)

# Managed Service Provider Request for Proposal

**RFP COORDINATOR:**

Stefany Cooper  
At Your School (AYS, Inc.)  
317-283-3817 Ext 112  
4701 N Keystone Ave Suite 475 Indianapolis IN 46205  
[scooper@ayskids.org](mailto:scooper@ayskids.org)

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# TABLE OF CONTENTS

## **1. Introduction**

*1.1 About At Your School (AYS, Inc.)*

*1.2 Purpose & Scope*

*1.3 Confidentiality Statement*

## **2. Environment Overview**

## **3. Service Requirements**

## **4. Response Process**

*4.1 Primary RFP Contact*

*4.2 Response Delivery Instructions*

## **5. Selection Criteria & Process**

*5.1 Selection Criteria*

*5.2 Selection Process*

*5.3 Finalist Presentations*

## **6. Key Dates**

**Attachment A – Response Form: Corporate Information**

**Attachment B - Response Form: Questions**

## **1. Introduction**

At Your School (AYS, Inc.) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to AYS, Inc.

### ***1.1 About At Your School (AYS, Inc.)***

AYS, Inc. is a nonprofit, leading out-of-school time provider in central Indiana. For 40 years, AYS has served working families in the community, providing parents with the freedom to focus on their careers while their kids receive the academic and social-emotional support they need when school is not in session. AYS partners with school districts to operate high-quality before- and after-school programs, full day programs, school break camps, summer camps and emergency pop-up e-learning programs within school buildings. At AYS, kids get help with their homework, time with friends, plenty of physical activity, and healthy snacks. AYS will serve families in 39 schools throughout Marion and surrounding counties during the 2021-22 school year.

### ***1.2 Purpose***

With this RFP, AYS, Inc. is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for AYS, Inc.

This RFP is issued solely for information and planning purposes. This document does not commit AYS, Inc. to contract for any service, supply, or subscription whatsoever. AYS, Inc. will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

### ***1.3 Confidentiality Statement***

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to AYS, Inc. Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

## **2. Environment Overview**

The information below outlines the general demographics of AYS, Inc. For our current technical environment information please contact the RFP Coordinator.

**Office Locations (current):**

AYS, Inc. Administrative Office, 4701 N Keystone Avenue Suite 475 Indianapolis IN 46205

39 Program Site Locations (remote workers) (locations subject to change)

- Indianapolis Public Schools, 13 elementary schools located in Indianapolis IN 46202, 46203, 46205, 46220, 46222, 46224, 46226
- MSD Decatur Township, 6 elementary schools located in Indianapolis IN 46183, 46221, 46241
- MSD Washington Township, 8 elementary schools located in Indianapolis IN 46220, 46228, 46240, 46250, 46260
- Speedway Schools, 2 elementary schools located in Indianapolis IN 46224
- Shelbyville Central Schools, 2 schools located in Shelbyville IN 46176
- Charter (4) and Parochial Schools (4), located in Indianapolis/Fishers/Noblesville IN 46038, 46060, 46074, 46220, 46203, 46222, 46225, 46260

*Please note: Number of AYS program locations vary each school year between 39-55 sites.*

**Number of Employees:** Total employees 150/ workstation users 67 (breakdown below)

AYS Administrative Office – 22 employees

*Please note: all 22 employees are eligible for remote work; currently employees are in office 1-2 days a week and work from home the other 3-5 days.*

Remote Employees:

OST Associate Managers – 6 employees

Youth Development Leaders – 39 employees

Part-time Youth Development Assistants – 83 employees (not workstation users)

**Current Technical Environment:** Please contact us for this information if needed.

### 3. Service Requirements

As part of this RFP, AYS, Inc. has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior Monday-Friday 6:30am-6:00pm Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.

- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of the AYS, Inc. network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure AYS, Inc. IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support AYS, Inc. ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must manage cloud vendors to ensure sufficient back up services.
- **Email System Management** – AYS, Inc. requires the management and administration of email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – AYS, Inc. is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** – AYS, Inc. requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by AYS, Inc.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of AYS, Inc. security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions AYS, Inc. may utilize.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted by AYS, Inc. and serve as the key point of contact unless escalated.
- **Partner Liaison** – The MSP should be able to liaison with partner school district IT departments to ensure AYS programs can be operated effectively with AYS business technology, including but not limited to assessing technical resources necessary for CCDF POS machine data transfers, laptop/mobile/iPad access to appropriate district network, printer access and other as needed.
- **Warranty and Asset Inventory Management** – AYS, Inc. expects the MSP to maintain record of hardware and asset inventory that includes Laptops, Printers, MFDs, Monitors, iPhones, iPads, docking stations/keyboards, etc. and notify AYS, Inc of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of AYS, Inc. devices and maintain an equipment inventory to ensure our systems are always current according to the establish equipment life cycles.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines
- **Laptop Support** - MSPs must include their ability to support existing and future laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.

- **Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related cloud and local printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – AYS, Inc. is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** - In addition to laptops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules. Targets to be approved by AYS.
- **Technology Strategy Planning** – The MSP will work with executive team staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with AYS, Inc. to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered. A quarterly business review of service and performance metrics is required.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or AYS, Inc. MSP should provide framework for projects that would be out of scope of annual service contract and require extra statements of work.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to AYS, Inc. on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance** – The MSP must ensure AYS SAAS partners comply with published PCI Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.

- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – The MSP should offer or partner with a provider to offer Security Awareness Training to teach AYS, Inc. staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - The MSP should offer or partner with a provider to offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of AYS, Inc. business network.
- **Managed SOC-as-a-Service** - The MSP should offer or partner with a provider to offer Managed SOC-as-a-Service to monitor AYS, Inc.’s environment and ensure proactive detection and response to threats, intrusions and attacks.
- **Special Projects** –
  - MSP to project manage implementation of VOIP system by December 2021
  - MSP to project manage implementation of data integration project in 2022

## 4. Response Process

### 4.1 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

Stefany Cooper  
 At Your School (AYS, Inc.)  
 scooper@ayskids.org  
 317-283-3817 Ext 112

### 4.2 Response Delivery Instructions

At Your School (AYS, Inc.) requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **July 29, 2021** to:

Stefany Cooper  
 At Your School (AYS, Inc.)  
 scooper@ayskids.org

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

## **5. Selection Criteria & Process**

### ***5.1 Selection Criteria***

At Your School (AYS, Inc.) will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs At Your School (AYS, Inc.) is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

### ***5.2 Selection Process***

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

### ***5.3 Finalist Presentations***

Our intention is to hold presentations/demonstrations with one or more firms as indicated in the *Key Dates* table. The presentations will be held either virtually through Microsoft Teams Meeting or at AYS, Inc. at 4701 N Keystone Ave Suite 475, Indianapolis, IN 46205 and we will try to provide the finalists with as much advance notice as possible.



## Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distribution	July 8, 2021
Responses Due from MSPs	July 29, 2021
Response Analysis / Finalists Selection	August 9, 2021
Finalist Presentations	August 16-17, 2021
MSP Selection / Award Contract	August 24, 2021
MSP "Go Live"	September 7, 2021

## Thank You

At Your School (AYS, Inc.) looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for At Your School (AYS, Inc.). We appreciate and value your input, expertise, and feedback.

# Attachment A

## RFP Response Form: Corporate Information

Please provide the following information about your company.

<b>1.0 Company Profile</b>		
<b>1.1</b>	Company Name	
<b>1.2</b>	Company Address	
<b>1.3</b>	Contact Information (Party responsible for responding to this RFP)	
<b>1.4</b>	Company Webpage	
<b>1.5</b>	Main Products / Services	
<b>1.6</b>	Main Market / Customers	
<b>1.7</b>	Number of years in the Market	
<b>1.8</b>	When did you first start providing similar solutions?	
<b>1.9</b>	Company location(s)	
<b>1.10</b>	Number of Employees	
<b>1.11</b>	Number of Employees in Account Management	
<b>1.12</b>	Number of Employees in Technical Support	
<b>1.13</b>	Notable Acquisitions	
<b>1.14</b>	Key Business Partnerships	
<b>2.0 Financial Information</b>		
<b>2.1</b>	Previous year gross revenue	
<b>2.2</b>	Previous year net income	
<b>2.3</b>	Return on investment	

# Attachment B

## RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

*[Example questions listed below. Add/remove/edit as appropriate.]*

<b>1.0 General</b>	
1.1	<b>Q. What are the general types of organizations your clients represent?</b>
	A.
1.2	<b>Q. Why do you believe that you are a good fit with our organization?</b>
	A.
1.3	<b>Q. Describe your onboarding/implementation process and approach if you were selected?</b>
	A.
1.4	<b>Q. Do you conduct QBRs and what is the nature of those meetings?</b>
	A.
1.5	<b>Q. How do you typically work with IT Management at clients who have staff members?</b>
	A.
1.6	<b>Q. What do you feel your overall strengths and differentiators are?</b>
	A.
1.7	<b>Q. What services do you offer besides the core services of a Managed Service Provider?</b>
	A.
1.8	<b>Q. What type of training do you offer either during onboarding or ongoing?</b>
	A.
1.9	<b>Q. What do you feel are your biggest hurdles to a successful relationship?</b>
	A.
1.10	<b>Q. What training resources are available for team members?</b>
	A.
1.11	<b>Q. What type of general expertise can you provide in key technology areas?</b>
	A.
1.12	<b>Q. What differentiates your organization from your competitors in the marketplace?</b>
	A.

<b>2.0 Processes</b>	
2.1	<b>Q. Do you use in-house or contracted resources for services?</b> A.
2.2	<b>Q. Describe your process for migrating At Your School (AYS, Inc.) to your organization?</b> A.
2.3	<b>Q. What At Your School (AYS, Inc.) resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?</b> A.
2.4	<b>Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).</b> A.
2.5	<b>Q. Describe the escalation and account management process.</b> A.
2.6	<b>Q. Where is/are your support center(s) located?</b> A.
2.7	<b>Q. How involved is your team with creating project plans/testing during technical projects?</b> A.
2.8	<b>Q. Do you follow ITIL or other processes aligned with industry standard practices?</b> A.
2.9	<b>Q. Do you participate in drills or tests i.e. DR, IRP, etc.?</b> A.
2.10	<b>Q. How do you notify users of maintenance windows or system outages?</b> A.
2.11	<b>Q. What types of diagrams would you typically create/maintain?</b> A.
2.12	<b>Q. Do you offer knowledge bases for common issues and how are they utilized?</b> A.
2.13	<b>Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?</b> A.
2.14	<b>Q. How often do you conduct DR testing?</b> A.

### 3.0 Technology

3.1	<b>Q. What types of monitoring agents would you use for end user devices?</b> A.
3.2	<b>Q. What is the back-end help desk system you use?</b> A.
3.3	<b>Q. Do you offer managed firewalls or other managed technology?</b> A.
3.4	<b>Q. Do you offer MDM or other mobile management technology?</b> A.
3.5	<b>Q. Do you offer a SIEM or other security-based technology?</b> A.
3.6	<b>Q. Do you have tools to provide system uptime metrics?</b> A.
3.7	<b>Q. What tools do you use for network monitoring?</b> A.
3.8	<b>Q. What tools do you use for system monitoring or general health level of end user devices?</b> A.
3.9	<b>Q. Do you offer or partner for laptop encryption?</b> A.
3.10	<b>Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.</b> A.

<b>4.0 Support</b>	
4.1	<p><b>Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.</b></p> <p>A.</p>
4.2	<p><b>Q. Please provide details on your standard reporting capabilities.</b></p> <p>A.</p>
4.3	<p><b>Q. Describe any documentation and support (e.g., user manuals, online help, interactive dem web-based seminars, and online knowledge base) that will be available, both from the techni perspective and the end user perspective.</b></p> <p>A.</p>
4.4	<p><b>Q. What options are available for user training and technical training that may be required by staff?</b></p> <p>A.</p>
4.5	<p><b>Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.</b></p> <p>A.</p>
4.6	<p><b>Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?</b></p> <p>A.</p>
4.7	<p><b>Q. The COMPANY user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.</b></p> <p>A.</p>

<b>5.0 Pricing &amp; Contracts</b>	
5.1	<p><b>Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.</b></p>
5.2	<p><b>Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.</b></p>

<b>6.0 References</b>	
6.1	<p><b>Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.</b></p>

Please provide any other information you feel should be considered in our evaluation.