



Maplewood Richmond Heights School District
REQUEST FOR QUALIFICATIONS

Title: Managed IT Services – Network Support & Cybersecurity **Contact Person:** Dr. Abby Erwin,
Technology Coordinator **Issue Date:** 05/08/2025 **Phone #:** (314)644-4400 **E-mail:**
abby.erwin@mrhschools.net

RETURN SUBMITTAL NO LATER THAN: 05/27/2025 @ 3:00 p.m., CST

RETURN SUBMITTAL AND ADDENDA TO:

Maplewood Richmond Heights School District
ATTN: Dr. Abby Erwin
2531 S. Big Bend Blvd.
Maplewood, MO 63143

The Respondent hereby declares understanding, agreement, and certification of compliance to provide the items and/or services in accordance with all terms and conditions, requirements, and specifications of the original Request for Qualifications (RFQ) and as modified by any addenda thereto.

SIGNATURE REQUIRED

Authorized Signature		Date
Printed Name		Title
Company Name		
Mailing Address		
City, State, Zip		
Phone #:	Fax #:	E-Mail Address:

REQUEST FOR QUALIFICATIONS (RFQ)
Managed IT Services – Network Support & Cybersecurity

RFQ Released: Monday, May 12, 2025

Submittals Due: Monday, May 27, 2025, at 3:00 pm

Submittal Contact:

Dr. Abby Erwin
Maplewood Richmond Heights School District
2531 S. Big Bend Blvd.
Maplewood, MO 63143
(314) 644-4400
abby.erwin@mrhschools.net

The Maplewood Richmond Heights School District Board of Education (hereafter “**District**”) is inviting submittals for Managed IT Services – Network Support & Cybersecurity.

Four (4) copies of the submittal must be received at 2531 S. Big Bend Blvd., Maplewood, MO 63143, to arrive no later than the date and time listed below in a sealed envelope that is plainly worded:

**SEALED SUBMITTAL FOR: Managed IT Services – Network Support & Cybersecurity DATE
DUE: 05/26/2025 @ 3:00 P.M., CST TIME**

The District anticipates completing the selection and award process in June 2025.

BACKGROUND

Maplewood Richmond Heights School District is a PreK – 12 public school system providing educational services to approximately 1,500 students. The district comprises one early childhood center, one elementary school, one middle school, and one high school, one residential home, and one administrative office. The district has multiple special education programs and many extra-curricular, interscholastic and intramural athletic programs. The Board of Education has seven members elected for three-year terms. Further information may be obtained by visiting the school district’s website: <https://www.mrhschools.net/>.

Tracing its beginnings to 1840, the Maplewood Richmond Heights School District is the oldest district in St. Louis County. Today, the District is just over two square miles in size and serves all of the city of Maplewood and portions of Richmond Heights. Maplewood Richmond Heights School District is fully accredited by the State of Missouri, having earned the “Annual Distinction in Performance Award” numerous times.

At MRH, there is enormous potential to improve the lives of a diverse population of children. MRH is a small suburban school district in Missouri, serving approximately 1,500 students in 4 schools, preschool through twelfth grade. Neighborhoods served range from affluent areas to lower socio-economic status. Approximately thirty-one (31) percent of MRH students qualify for a free or reduced-priced lunch. Our

student population is 5.15%% Hispanic or Latino; 1.98% Asian; 16.73% African American; .07% American Indian, .84% Pacific Islander and 63.73% White. About 12.21% of students are of two or more races or ethnicities.

PURPOSE

The Maplewood-Richmond Heights School District (hereinafter referred to as “the District”) is seeking proposals from qualified vendors to provide comprehensive Managed IT services. The District is committed to providing a robust and reliable technology infrastructure to support the educational needs of our students, staff, and faculty. This RFQ outlines the requirements and expectations for the provision of these services. The RFQ requests a great amount of detail to avoid delays and misunderstanding and to simplify the evaluation of the proposals. The Company is requested to respond to each specification.

METHOD OF SELECTION

1. Qualifications received via the competitive process will be reviewed by district staff. Interviews may be requested with one or more firms responding to the RFQ. The District anticipates negotiating an agreement with the selected respondent.
2. The award will be made as will best promote the public interest, taking into consideration the qualifications of the Company submitting the submittal; the responsiveness of the submittal in meeting the requirements and specifications; contractual requirements and any additional specific criteria for evaluation included in the RFQ. Only the District is in a position to determine its best interest; therefore, the District shall be the sole judge in determining the quality and appropriateness of the proposed services. The District’s decision shall be final.
3. The District may accept one part, aspect, phase, or any combination of any submittal unless the Company specifically qualifies its offer by stating that the submittal must be taken as a whole.
4. Awards may be made to more than one (1) Company based on its area(s) of expertise. Therefore, a multiple award may be made by the Board of Education to obtain the necessary services.

SCOPE OF SERVICES

I. INTRODUCTION

The purpose of this RFQ is to select a Company or Companies to provide Managed IT Services – Network Support & Cybersecurity for District programs on an as needed, if needed, basis in support of the work of the District.

The District makes no guarantees about the number of services required. However, it reserves the right to review the qualifications of and approve in advance any attorney within a given Company assigned to provide comprehensive Managed IT Services – Network Support & Cybersecurity to the District.

II. SCOPE OF SERVICES

The services requested may include, but are not necessarily limited to, the items identified below.

Network Support & Infrastructure:

- Maintain and optimize LAN, WAN, and wireless networks across all sites.
- Monitor network health, bandwidth usage, and hardware performance.
- Maintain clean, labeled, and documented MDF/IDF racks.
- Configure and maintain switches, access points, firewalls, and other critical network components.
 - Details of the current infrastructure to be supported are attached in Appendix A.

Cybersecurity & Data Privacy:

- Implement firewalls, endpoint protection, and intrusion detection systems.
- Monitor for and respond to security events.
- Manage data encryption and access control.
- Conduct regular vulnerability assessments and phishing simulations.
- Ensure compliance with FERPA and applicable data privacy laws.
- Maintain disaster recovery and incident response plans.

Systems Management

- Provide support and training for staff and faculty.
- Troubleshoot and resolve technical problems.
- Demonstrate technical concepts and strategies.
- Serve as a technical point of escalation.
- Serve as technical liaison to the district webmaster.

Security and Compliance:

- Implement and monitor network security measures, including firewalls, intrusion detection, and antivirus systems.
- Ensure compliance with privacy regulations, including FERPA.
- Perform regular backups, security audits, and disaster recovery planning.
- Maintain Knowledge Base for power down, up, and recovery planning
- Develop and maintain eRate compliance and assurances.
- Serve as the district's Information Security Officer (ISO)
- Develop and implement cybersecurity tests (phishing), employee education and institutional guidance.
- Support the implementation of safety and security measures including but not limited to badged entry, cameras, etc.
- Managing and maintaining the organization's IT infrastructure, including networks, servers, telecommunications systems, and the CareHawk intercom system.

Asset Management:

- Manage technology inventories and track hardware and software assets.
- Oversee the deployment and maintenance of technology equipment.

Collaboration with Educational Staff:

- Work closely with teachers and administrators to understand their technology needs.
- Assist with the integration of educational technology tools.
- Collaborate with the digital learning specialist on best practices.

- Shift work availability for after-school hours maintenance and special projects.

Vendor Management:

- Coordinate with external vendors and service providers.
- Manage contracts and ensure compliance.
- Serve as support MORENet and cybersecurity consultant liaisons.

Project Management:

- Lead or assist in technology-related projects.
- Track project progress and ensure timely completion.

Documentation and Reporting:

- Maintain comprehensive documentation.
- Maintain, review and revise Disaster Procedures and Protocols to maximize uptime
- Prepare reports on system performance and technology needs.

III. COMPENSATION

1. Compensation shall be negotiated between the District and the Company selected through this RFQ process. Compensation levels and formulas identified during the negotiation process shall be included in the completed agreement presented to the Board of Education for consideration and approval. The negotiated fee schedule shall be incorporated into the completed managed services agreement document.

SUBMITTAL REQUIREMENTS

1. SUBMITTAL REQUIREMENTS

The firm shall submit the following items as part of its response to the RFQ:

1. Cover Letter: Briefly introduce your Company and highlight your qualifications and experience relevant to this RFQ.
2. Proposal: Provide a detailed proposal outlining how your Company will fulfill the scope of services outlined in this RFQ. Include information on key personnel, approach to service, and any additional services or benefits your Company can offer.
3. Qualifications and Experience:
 - i. Baccalaureate Degree with special preparation in systems and networking (Computer Science, Information Technology (IT), Information Systems or Management Information Systems (MIS) preferred)
 - ii. Demonstrated experience with hardware, peripherals, telecommunications, and collaboration software (Google Apps preferred).
 - iii. Proven expertise in systems implementation and installation.
 - iv. Strong troubleshooting skills.
 - v. Ability to provide technology skill training to individuals and groups.
 - vi. Knowledge of file servers, LAN/WAN software and protocols (TCP/IP).

- vii. Knowledge of VoIP Intercom and telecommunication systems.
 - viii. Knowledge of State Statute and Federal relating to education, preferred.
 - ix. Ability to perform skilled preventive maintenance, repair and installation work.
 - x. Ability to perform customer support and assist with Help Desk duties.
 - xi. May occasionally be required to lift and move IT equipment, including servers, networking devices, and peripherals.
 - xii. Ability to perform tasks that may involve bending, stooping, and reaching.
4. Technical Approach: A detailed description of the vendor's approach to providing the required services, including methodologies, tools, and technologies.
 5. eRate Compliance: Detailed explanation of the vendor's experience with eRate compliance and assurances.
 6. References: Provide a minimum of three (3) references encompassing the areas for which the Company proposes to provide services, including other local school districts and governmental agencies. The list must include the organization's name, address, telephone number, and individual to contact.
 7. Cost Proposal/Fee Structure: Include your proposed fee structure (including any subscription or fee arrangement in addition to or as an alternative to an hourly rate) for the services outlined in this RFQ, including:
 - a. Phone calls, e-mail and text messages
 - b. Weekend or Beyond Work day/Emergency Response
 - c. Board of Education or staff training
 - d. Policy on out-of-pocket expenses and overhead costs
 8. Insurance: Provide a statement of insurance coverage.
 9. Client advocacy/relationship: Provide a statement of what you would typically analyze immediately upon starting a relationship with a client and what your transition plan would be (i.e., take over existing issues or new ones as they arise)?
 10. Additional Information: Other factors or special considerations which you feel are relevant to your proposal.

2. SUBMITTAL GUIDELINES

1. Submittals are due by **Monday, May 26, 2025, at 3:00 pm CST**. Four (4) copies of the submittal shall be sealed and plainly marked on the envelope with the name "Managed IT Services – Network Support & Cybersecurity" and delivered to:

Dr. Abby Erwin, Technology Coordinator
 Maplewood Richmond Heights School District
 2531 S. Big Bend Blvd.
 Maplewood, MO 63143
2. Questions should be directed to the Technology Coordinator at (314) 644-4400 or abby.erwin@mrhschools.net.
3. The District reserves the right to accept any proposal or reject all proposals. The District

reserves the right to waive any requirement or condition of the RFQ. The District reserves the right to waive informalities and minor irregularities in submittals received. In its sole discretion, the District will determine whether an irregularity is minor.

4. It is the Company's responsibility to ensure the timely delivery of the submittal. Any submittal received after the submittal closing time will be returned unopened. Unsigned submittals will be considered non-responsive and will be rejected.
5. The District reserves the right to extend the time for submissions.
6. The information presented in the RFQ is not to be construed as a commitment of any kind on the part of the District.
7. The District shall not be responsible for any costs incurred in the preparation and presentation of the submission.
8. The District reserves the right to award this contract solely based on the submitted submittals.
9. All materials submitted shall become the property of the District and shall be subject to the laws and regulations relating to the disclosure of public information. No guarantee of privacy or confidentiality is offered or implied.

Appendix A - MRH Network Infrastructure

1. Network Infrastructure

- a. Core and Access Switching
 - i. Core Switching Layer
 - 1. Aruba/HP: High-throughput, enterprise-grade switches.
 - a. Features: Advanced routing (OSPF, BGP), Layer 3 switching, VLAN segmentation, QoS, and redundancy (VRRP, MLAG).
 - ii. Access Layer Switching
 - 1. Extreme Switches
 - a. Provide PoE/PoE+ for access points and end devices.
 - b. Support for NAC (Network Access Control), policy enforcement, and segmentation.
 - iii. Wireless Infrastructure
 - 1. Extreme Networks Wireless
 - a. APs (e.g., Extreme 310, AP3000): Enterprise-grade Wi-Fi 6/6E capable access points.
 - b. Wireless Controllers or CloudIQ Management for centralized monitoring and configuration.
 - c. Seamless roaming, integrated security (WIPS), and role-based access.

2. Computer Infrastructure

- a. Servers
 - i. Dell PowerEdge Servers (e.g., R740, R750, or equivalent):
 - 1. Dual CPU (Intel Xeon Scalable or AMD EPYC), up to 512GB RAM.
 - 2. Redundant power supplies, iDRAC for remote management.
 - ii. Hypervisor Layer
 - 1. Linux-based Hypervisors with:
 - 2. KVM (Kernel-based Virtual Machine) for full virtualization.
 - 3. LXC (Linux Containers) for lightweight containerized workloads.
 - 4. Management tools such as libvirt, virt-manager, or Proxmox VE.
 - iii. Supported Operating Systems for VMs/Containers
 - 1. Linux Distributions:
 - a. Debian (e.g., 11.x)
 - b. Ubuntu (e.g., 20.04, 22.04 LTS)
 - c. CentOS (7 and 8, including Stream)
 - d. Alpine Linux (for lightweight containers and microservices)
 - 2. Microsoft Windows:
 - a. Windows Server 2019 / 2022 Standard or Datacenter editions.

- b. Windows 10/11 Professional or Enterprise for desktop virtualization if required.

3. Storage (Optional/If Applicable)

- a. Network Attached Storage (NAS) or SAN:
- b. iSCSI or NFS for VM storage.

4. Management & Monitoring

- a. Network Management
 - i. ExtremeCloud IQ for Extreme Networks infrastructure.
 - ii. SNMP, Syslog, and integration with tools like Zabbix, Nagios, or Prometheus.
- b. Computer Management
 - i. iDRAC (Dell Remote Access Controller) for out-of-band server management.
 - ii. VM orchestration using Proxmox or custom KVM setups.

5. Security

- a. VLAN segmentation, ACLs, and NAC enforcement.
- b. WPA2-Enterprise for wireless security.
- c. Firewalls (external or virtualized) for traffic segmentation.

6. Integration and Support Considerations

- a. Full vendor support for all hardware and software platforms.
- b. Standard warranty and extended support options for Aruba and Extreme.
- c. Operating systems must be current and within vendor-supported lifecycle.