Project Management Services for the Ravenswood School District Phase 3, Phase 4, and Phase 5 Projects

Prepared for the

Ravenswood City
School District

By

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Project Summary

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Subject: Think Connected proposal for the RCSD Phase 3, Phase 4, and Phase 5 projects

Executive Summary:

Think Connected is pleased to present this proposal in response to the requirements provided to us by the district enabled by the passing of Bond Measure H. We are proud to be present our plan to provide IT consulting and project management services to the district thereby enabling a better learning environment for the students, staff, administration, and community. We are confident our expertise will provide a compelling and unmatched value offering for this exciting opportunity.

The scope of work will include the items outlined in the below proposal. We appreciate this opportunity to support your project needs and look forward to working with you in a mutually successful and continued relationship. Should you have any questions, please do not hesitate in contacting me directly.

Sincerely,

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About the Vendor

Founded in 2005, Think Connected is a privately held IT Services firm located in the San Francisco Bay Area. We manage clients from a spectrum of industries including education, architecture, engineering, real estate development, construction, and data center operators. Our services include Engineering Services, IT Consulting and Project Management Services, Data Center Services, and Supplemental IT Support allowing Think Connected to provide value to many organizations.

Notable School Experience

1. Ravenswood City School District – In late 2017 Think Connected provided an IT assessment to the technology staff and presented it to the school board. The recommendations of change became the basis of the board approved IT infrastructure project at hand.

2. San Rafael City Schools – In 2015 we assisted this school district accomplishing:
   a. Upgraded the district's internet bandwidth
   b. Managed the IT department while replacing lost key resources (CTO), hiring and training new resources, developing service statistics, and improving morale
   c. Performing a SchoolLoop to Aeries migration in 3 months in an emergency situation (not created by Think Connected)

3. Salesian College Preparatory – From 2015 to present
   a. Took over the everyday and on-going management of their entire IT infrastructure
   b. Upgraded the entire network
   c. Provided an e-Rate audit and funding
   d. Performed a Google Apps integration to Active Directory
   e. Performed server virtualization and consolidation

4. Francophone Charter School of Oakland – From 2015 to present
   a. Took over the everyday management of their technology infrastructure
   b. Assisted in the deployment and management of iPads and Chromebooks for each student
   c. Provided upgrade and management of their network infrastructure
   d. Currently migrating them from an on-prem PBX to a hosted VOIP (Ring Central) solution

Project Overview

With the passing of Bond Measure H funds, the Ravenswood City School District is modernizing the IT infrastructure and IT services for all schools in the district. In 2018-19, the district completed Phase 1 Phone System project and Phase 2 RMS IT Infrastructure is in progress. Projects in the bond funding are divided into the following five phases.

1. Phase 1: Phone System Upgrade - RCSD district phone system upgrade.
2. Phase 2: RMS IT Infrastructure Upgrades - RMS IT infrastructure modernization and consolidation of multiple school sites into one site.
3. Phase 3: Backup Datacenter - create a backup datacenter for servers and connectivity to keep IT systems running during outages.
4. Phase 4: Primary Datacenter Upgrades - modernize and upgrade district servers and services.
5. Phase 5: School and District Office IT Infrastructure Upgrades - IT infrastructure upgrades for all schools.

The proposal includes services for RFP writing and project management for Phase 3 and Phase 4. Services also include RFP writing for Phase 5. Summary of the included services is as follows:

1. Phase 3: Backup Datacenter
   a. Design and engineering
   b. RFP writing
   c. Review of RFP responses and vendor selection
   d. Project Management
   e. Vendor meetings
2. Phase 4: Primary Datacenter
   a. Design and engineering
   b. RFP writing
   c. Review of RFP responses and vendor selection
   d. Project Management
   e. Vendor meetings
3. Phase 5: School and District Office IT Infrastructure Upgrades
   a. Design and engineering
   b. RFP writing

After the completion of this project there will be an additional services proposal needed to perform the remaining post-RFP tasks.

Statement of Work

1. Perform professional services such as planning, program management, and IT infrastructure management services related to RCSD's Measure H Bond projects.
2. Create a SharePoint site to allow secure collaboration and document sharing for Think Connected, RCSD, and all vendors.
3. Assist the district in creating an RFP for the following Phases of the of RCSD's Measure H Bond projects:
   a. **Phase 3 -** Provide engineering services to develop requirements and document the following to be included in the RFP to build a backup datacenter:
      i. Design a data center at the RMS campus with the following
         1. HVAC
         2. Power Generator
      ii. Phone system failover (PRI or SIP)
      iii. Site internet failover and edge firewall
      iv. Internal site connectivity failover (MLPS/EVPL)
      v. Server and storage infrastructure that mirrors the data center at the district office
      vi. Ability to failover and replicate servers between the sites
      vii. Update site servers at all schools (AD, DNS, DFS, etc)
   b. **Phase 4 -** Provide engineering services to develop requirements and document the following to be included in the RFP to upgrade the District Office datacenter:
      i. New server and storage infrastructure with redundancy (VM Ware)
      ii. Enterprise management tools to manage the environment (iDrac, Open Manage, etc.)
      iii. New network equipment in the server room (storage switches, core network)
      iv. Redundant internet connection
      v. Redundant power (generator)
      vi. Offsite data backup solution
      vii. MDM and endpoint management solution
      viii. Edge firewall (improved security)
   c. **Phase 3 and Phase 4** - Enumerate vendor requirements and follow necessary procedure to put the RFP to bid per district policy including but not limited to information such as:
      i. RFP process
      ii. Proposal Due Date
      iii. Presentation Expectations
      iv. Project milestones
      v. Vendor qualifications
      vi. Site Rules
      vii. References
      viii. Documentation
      ix. Bidder Responsibility
      x. Standardized equipment procurement templates
      xi. Etc

d. **Phase 5 -** Provide engineering services to develop requirements and document the following to be included in the RFP:
   i. Cabling requirements
   ii. Cabling, rack, and patch panel infrastructure of a new MDF/Datacenter and IDF(s) where needed
   iii. Network infrastructure including firewalls, switches, and wireless access points
   iv. Physical Server infrastructure including storage
   v. Classroom cabling, networking, clock, paging, and A/V setup
   vi. Campus paging
4. Assist the district in choosing the selected vendor(s) for Phase 3 and Phase 4. Final selection to be made by the district.
5. Provide project management and engineering services to facilitate the project from start to finish for Phase 3 and Phase 4, as the lead project manager:
   a. Manage the timelines to ensure on-time project delivery
   b. Conduct weekly multi-vendor meetings
   c. Conduct weekly onsite job walks to ensure work progress is in line with schedule
   d. Conduct a weekly district meeting to provide and garner status
   e. Assist the district in verifying proper delivery of services and material per the RFP (final sign-off is the responsibility of the district)
   f. Identifying and resolving any issues that arise utilizing the district and chosen vendors
6. **IMPORTANT NOTES AND EXCLUSIONS**
   a. **Phase 5** - The services above does not include choosing the vendor, or any project management during the implementation. We expect to provide a proposal for 'post-RFP items' when appropriate.
   b. The services above as part of this statement of work specifically do not include the procuring, purchasing, installing of any material or implementation labor. Additionally, it does not include the migration of application services or software from the existing systems to the new systems.
   c. Should additional services be needed from Think Connected along the course of completing this project on time, additional Change Orders will need to be created and approved in writing prior to any such work being undertaken.

Rates

Think Connected's current rate structure for different implementation roles is based on the below table. These are the rates you would expect to use for any provided service undertaken by Think Connected in 2019 and 2020. These rates are fully burdened and inclusive of all direct labor costs, insurance, travel, overhead, and profit, and include any necessary tasks as part of this statement of work including activities such as personal computers, printers, phones, etc.

POSITION	HOURLY RATE
Principal in Charge	$220
Senior Project Manager	$200
IT Architect	$200
Network Administrator	$200
Senior System Administrator	$160
System Administrator	$140
Desktop Engineer	$125
Project Admin Support	$100

Projected Staffing Schedule

We propose the following staffing plan for the project. This is to serve as a guideline of how we envision the project execution from start to finish. We used our extensive project management experience as well as our specific experience managing the Phase 2 RMS project to develop the schedule.

Year 2019-2020		2019-12		2020-01		2020-02		2020-03		2020-04		2020-05		2020-06	
Staff Position	Hourly Rate	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Principal In Charge	$ 220	34	$ 7,480	44	$ 9,680	34	$ 7,480	34	$ 7,480	45	$ 9,900	45	$ 9,900	45	$ 9,900
Project Manager	$ 200	32	$ 6,400	62	$ 12,400	62	$12,400	42	$ 8,400	50	$ 10,000	50	$ 10,000	50	$ 10,000
IT Architect	$ 180	52	$ 9,360	42	$ 7,560	0	$ -	0	$ -	10	$ 1,800	10	$ 1,800	10	$ 1,800
Sr System Administrator	$ 160	32	$ 5,120	52	$ 8,320	54	$ 8,640	24	$ 3,840	45	$ 7,200	45	$ 7,200	45	$ 7,200
System Administrator	$ 140	0	$ -	0	$ -	0	$ -	0	$ -	0	$ -	0	$ -	0	$ -
	Monthly Subtotal	150	$ 28,360	200	$ 37,960	150	$28,520	100	$ 19,720	150	$ 28,900	150	$ 28,900	150	$ 28,900

Year 2019-2020		2020-07		2020-08		2020-09		2020-10		2020-11		Subtotal Hours	Subtotal Costs
Staff Position	Hourly Rate	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost		
Principal In Charge	$ 220	40	$ 8,800									321	$ 70,620
Project Manager	$ 200	40	$ 8,000									388	$ 77,600
IT Architect	$ 180	0	$ -									124	$ 22,320
Sr System Administrator	$ 160	30	$ 4,800									327	$ 52,320
System Administrator	$ 140	0	$ -									0	$ -
	Monthly Subtotal	110	$ 21,600									2020 TOTAL	$ 222,860

Payment Schedule

Think Connected prides itself in the flexible support of its customers. In addition, we work with our customers to tailor a payment schedule befitting of the project and the customer's policies in payment to vendors. We propose the following payment schedule and terms for approval or discussion:

1. **Initial Payment** – Customer to pay Think Connected $20,000 to secure services at time of project to initiate the project.
2. **Monthly billing throughout project** – Think Connected will provide an invoice detailing services, hours, and rates every month (around or before the 5th of the month). The balance based on the monthly invoice is due NET 15 upon receipt by RCSD. The invoice(s) will be credited against the initial payment as needed prior to incurring a balance.
3. **Not to exceed** – RCSD's cost will not exceed $222,860 for the services outlined in this Proposal/Statement of Work.
4. **Suspension of Service due to non-payment** – Think Connected has the sole right to suspend (without penalty) services in conjunction with this Proposal should payment on invoices not be received on time per the terms above.