



New Millennium Academy

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Request for Proposal For Information Technology Services

New Millennium Academy Public Charter School

5/1/2025

Responses are due no later than 3:00 PM CST

May 22, 2025





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Request for Proposal For Information Technology Services

New Millennium Academy invites written proposals from qualified and responsible companies for information technology (IT) services. NMA is located at 5105 Brooklyn Boulevard, Brooklyn Center, MN 55429.

The successful bidder shall be required to enter into a contract that incorporates this Request for Proposal ("RFP"), including all of its exhibits and the proposal, which may be modified by agreement of the parties.

NMA Background

New Millennium Academy ("NMA") is a Hmong charter school, and its mission is to prepare learners for life by engaging them in high academic achievement and fostering cultural pride and identity. NMA's vision is to develop global leaders who transform the world. NMA serves grades KG - 8th and has a population of approximately 845 scholars. More background information on NMA can be found here: <https://nmaedu.org/>.

Purpose of Request

The purpose of this RFP is to enter into a contract with a vendor to provide information technology ("IT") services for NMA as described in the Scope of Services below.

Scope of Services

- Onsite and on-call support - weekly. This support includes support and mentoring of NMA IT staff for all devices (Windows and MacOS devices).
- Network Support - Set-up and troubleshooting, wireless connectivity and security, file and printer sharing, etc.
- System Security/Internet Protection - Proactive scanning/testing coordination and firewall support to block virus/spyware/adware.
- Hardware Support - Install or upgrade devices, provide guidance/support on hardware repairs and recycling.
- Software Support - Windows and MacOS system software installation and updates to include licensing requirements/updates.
- School-specific software/Systems support - GSuite for Education Administration, Standardized Testing Administration and support needed by E-rate Consultant.
- Data Services - Online Back-up Systems and Data Recovery

5105 Brooklyn Blvd., Brooklyn Center, MN 55429 | Office: (763) 235-7900 | Fax: (763) 235-7979 | www.nmaedu.org





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- Remote management of Windows devices using a mobile Device Management System
- System Protection and Internet Security - Proactive scanning
- Vendor Coordination - ongoing coordination of phone, security system, copier vendors and software service vendors.
- Hardware Procurement Support and Set-up - Assist with the purchasing and set-up of new devices (computers, chromebooks, WAPs, etc), software or additional external services. This includes configuration to NMA standards and support with troubleshooting problems.
- Project Support - Assist and provide guidance beyond services noted in this contract
- Reactive Support - Address issues encountered by NMA to include investigation and timely response/resolution to the problem.
- Support request Tiers - support requests will be managed per the following tiered system:
 - Tier 1 - Supplier performs troubleshooting and resolves the issue(s).
 - Tier 2 - If Tier 1 support cannot resolve the issue, more complex support using a staff specialist will be assigned to the case.
 - Tier 3 - If Tier 2 cannot resolve the issue, the vendor's most experienced team member will be assigned to the case. Third party expertise will be brought in as needed.

Service Activities

Activity	Frequency	Objective/Purpose
On-site visits	TBD	Potential weekly or bi-monthly visit schedule will be agreed upon by the vendor and NMA
Install software upgrades	As needed	Upgrades that incur costs and other major upgrades will only be installed after consultation with NMA staff.
Monitor Server event logs for potential problems	On-going/Constant	
Monitor status and availability of cloud services	On-going/Constant	
Monitor disk space on servers and computers	On-going/Constant	





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Perform System and Server reboots	As needed	
Mobile device management/support	As needed	
Inform the client of any potential issues	As needed	Examples could include: <ul style="list-style-type: none"> • Disk space running low • Limited/low broadband speed • Equipment shows signs of failure
Disaster recovery of core systems	As needed	
Support onsite resources to fix errors and/or mistakes	As needed	

Proposal Specifications:

The contract period will be July 1 2025 to June 30, 2026 unless earlier terminated as stated below or unless NMA, in its sole discretion, opts to renew the contract for up to two (2) one-year extensions. NMA will provide notice to the vendor prior to the end of the term of the initial or extension term, as applicable.

- Renewal 1: July 1, 2026 to June 30, 2027
- Renewal 2: July 1, 2027 to June 20, 2028

NMA retains the right to terminate services for any reason at any time upon thirty (30) days advance written notice. NMA retains the right to terminate services for cause upon ten (10) days advance written notice. The bidder must provide the total annual contract and monthly charges. An example is provided in the table below.

Contract Year	Monthly Price	Annual Price
Year 1 (July 1, 2025 - June 30, 2026)	\$	\$
Renewal Year 1: July 1, 2026 - June 30, 2027	\$	\$
Renewal Year 2: July 1, 2027 - June 30, 2028	\$	\$





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Proposal Requirements:

1. Electronic proposals will be received by New Millennium Academy ("NMA") and must be delivered via email to:

Christine H. Reed
Vice President of Operations
New Millennium Academy
christine.reed@nmaedu.org

2. Proposals are due no later than 3:00 PM CST, Thursday, May 22, 2025.
3. No proposals will be accepted after the above due date and time.
4. NMA reserves the right to reject any and all proposals submitted.

Additional Requirements

The following information is also required:

1. A brief overview of the organization's history, philosophy and operating principles, and an in-depth list of the organization's capabilities.
2. Three (3) professional references including name, title, company name, relationship type and years of the relationship

Selection Criteria:

Proposals will be evaluated based on cost, alignment of the proposal to NMA's listed needs, experience and feedback from references. Experience in K-12 settings will be most advantageous to the bidder.

