

# Los Angeles Unified School District

Informal Request for Proposal



To: Interested Proposers

Subject: Informal Request for Proposal (IRFP) No. 202201  
**IT Software Asset Management Managed Services and Software Audit Advisory Services**

This Informal Request for Proposal (IRFP) is issued to interested proposers under the assumptions that (1) Any resulting contract will not exceed an aggregate amount of \$250,000 (2) The final contractual terms and conditions will have no additions, changes, or deletions from the version attached hereto.

Proposals are due, via email, to [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net), no later than 5:00 PM (PDT), September 13, 2021. NO TIME EXTENSIONS WILL BE GIVEN AFTER 5:00 PM (PDT).

Period of Performance: October 1, 2021 – June 30, 2024

Locations (off-site): Remote  
Statement of Work: Refer to Attachment No. 1 – Statement of Work

Proposal Evaluation Criteria: Refer to Attachment No. 2 – Evaluation Criteria and Minimum Qualifications

Minimum Qualifications: Refer to Attachment No. 2 – Evaluation Criteria and Minimum Qualifications

Proposal Submittal Format: Refer to Attachment No. 3 – Proposal Submittal Requirements

Rate Schedule: Refer to Attachment No. 4 – Pricing Form

Subject to the provisions herein, Contract award will be made to the “highest scored” proposal, with the appropriate consideration given to the evaluation factors stated in Attachment No. 2. However, the District reserves the right to make an award to other than the lowest cost Proposer.

Proposals omitting any of the required submittal items may be deemed non-responsive and may be removed from any further consideration.

The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/fees, statement of work, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

All communications regarding this IRFP between potential Proposers and DISTRICT staff and consultants engaged by the DISTRICT shall be addressed only to the

# Los Angeles Unified School District

Informal Request for Proposal



undersigned. All proposer questions shall be in writing and submitted via email at [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net) with the subject heading of **“IRFP 202201 for Software Asset Management Managed Services and Software Audit Advisory Services”**. The deadline to submit questions is by close of business on **August 30, 2021**.

At no time “PRIOR” to the DISTRICT’S Notice of Award shall Proposer(s) contact other DISTRICT officials or personnel regarding this IRFP or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.

All requests for information related to this procurement shall be directed to:

E-mail Address [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net)

- Attachment:
1. Statement of Work (SOW)
  2. Evaluation Criteria and Minimum Qualification
  3. Proposal Submittal Requirements
  4. Pricing Form
  5. Insurance Requirements
  6. Professional Services Agreement
  7. Contractor Code of Conduct
  8. IRFP Proposal Certification

*\*Actual contract value will be based on approved project budget and shall be determined prior to actual issuance of agreement and/or work order.*

# Los Angeles Unified School District

Informal Request for Proposal



## **ATTACHMENT NO. 1 – STATEMENT OF WORK**

### **ABOUT LAUSD**

Second largest in the nation, the Los Angeles Unified School District (LAUSD) serves over 600,000 students in kindergarten through twelfth grade at over 1,000 schools. The District also has over 200 independently operated public charter schools, authorized by the Los Angeles Unified School District Board of Education.

Los Angeles Unified' s boundaries stretch across 720 square miles and include the City of Los Angeles as well as all or parts of 31 municipalities and several unincorporated regions of Southern California.

All youth achieving, the mission of LAUSD, is reflected in continued double-digit growth on the state Academic Performance Index (API); the upward trend in the graduation rate, progress in the pass rate on the California High School Exit Exam (CAHSEE) and other academic indicators.

LA schools boast more winners of the United States Academic Decathlon championships-12- than any other District in this country. Add to those impressive victories, outstanding individual student and team achievements in science, mathematics, social studies, language arts, foreign and dual languages, business, and entrepreneurial skills, the visual and performing arts, and athletics.

Nationally recognized by the Physicians Committee for Responsible Medicine for serving healthy, low fat and vegetarian school lunches, LAUSD's standards also call for: whole grains, low sodium, locally grown fruits and vegetables and no trans-fat; flavored milk or carbonated beverages.

Founded in 1853, the District, today, counts more than 115 new schools and campuses, thanks to the nation's largest public works project, funded by bond measures, a testament to broad voter support.

### **ABOUT INFORMATION TECHNOLOGY DIVISION**

Mission - The Information Technology Division's (ITD) mission is to enable student achievement and operational efficiency through deployment of appropriate technical solutions for our students and their families, our employees, and the community. Included in this deployment are the following bond programs:

- Classroom Technology Modernization
- Applications Modernization
- School Network Technology Infrastructure Modernization
- Safety, Communications, and Security
- Disaster Recovery and Business Continuity (DR/BC)

Vision - ITD will be customer-focused, proactive, and innovative in providing appropriate and effective technological solutions to facilitate each student's path to college and career readiness.

# Los Angeles Unified School District

## Informal Request for Proposal



Guiding Principles - ITD aligns its efforts to the priorities set forth by the Board of Education and Superintendent. LAUSD, industry, state, and national standards are the foundation of the division's four guiding principles: 1) improving governance and transparency, 2) improving communication and training to help simplify technology, 3) aligning initiatives within the comprehensive enterprise architecture, and 4) supporting and developing staff.

These guiding principles support the following key goals:

- Optimize the information, applications, and communication infrastructure supporting the high-performance 21st century learning environment
- Increase efficiencies and effectiveness thus freeing up resources for the classroom

ITD is responsible for supporting the District's instructional mission and operations through deployment of robust, user-friendly, and cost-effective technology solutions.

ITD's five major branches are:

- 1) The Office of the CIO is comprised of IT Security and IT Communications. IT Security is responsible for identifying IT security risks, developing policies, and implementing solutions to help protect the District's information systems and data. IT Communications provides direct support to the chief information officer in articulating strategies to manage and update the technology infrastructure that supports a rapidly evolving teaching and learning environment. It facilitates delivery of clear and consistent messages in real time to all audiences; including students, families, employees, executive leadership, school board members, the media, and the communities it serves.
- 2) Office of Enterprise Planning & Customer Experience plans and manages the District's and schools' network capacity and strategy as well as the process seeking additional funding for Internet access through the E-rate program. The Branch also manages the disaster recovery, business continuity, and radio systems upgrade programs
- 3) IT Infrastructure is responsible for all aspects of the District's IT infrastructure – from conception and architecture (alignment with District goals), through designing, engineering, testing, selecting, implementing, and maintaining. Staff operate and support the technology infrastructure necessary for instruction, learning, and daily District business.
- 4) Software Applications is responsible for maintaining and supporting the applications necessary for daily instruction and learning. Examples of student achievement and student support applications are Student Information, Cafeteria Management and Library Management. Instructional support applications to improve business efficiencies include an enterprise resource planning system responsible for budget, payroll, procurement tracking, and other business functions.
- 5) IT Support Services provides IT asset management for the District and supports all areas of the Division in finance, purchasing, human resources, audit and software compliance, and other administrative areas.

# Los Angeles Unified School District

Informal Request for Proposal



## **GENERAL OVERVIEW**

The Los Angeles Unified School District (District or LAUSD) seeks proposals from qualified firms to provide IT Software Asset Management Managed Services as described in the Statement of Work (SOW) below. You are invited to submit a proposal to furnish all the costs, labor, materials, and other related items required for the performance of a contract resulting from this procurement on a **Firm-Fixed-Price (FFP) basis for Software Asset Management Managed Services** and **Time and Materials (T&M) pricing for as-needed Software Audit Advisory Services**. The resulting contract is anticipated to have a term of approximately three (3) years. Purchase order will be issued, and funding will be allocated based on LAUSD's fiscal year term of July 1 through June 30. Renewal is contingent on fiscal year funding availability.

## **DESCRIPTION OF SERVICES**

Contractor shall provide assessment services, including but are not limited to the following:

### **Software in Scope:**

Cloud based - FlexNet Manager Suite 2020 R2.5 (aka Flexera One after August, 2021), 3 Flexera beacon servers on premise. Onboarded Software Publishers: IBM, Oracle, VMware, Microsoft, Adobe

Number of devices licensed:

- 7,800 including FlexNet Manager for SAP Applications, FlexNet Manager for Clients, FlexNet Manager for Datacenters

Release number:

16.5.0.25

### **Business adapters/Integrations in place:**

- Corporate Unit/ Cost center and Location data
- District employee data (using Active Directory)
- Agents deployment from Mobile Device Management (MDM) tools (e.g., Workspace One and Intune)
- SAP landscape import
- VMware VCenter
- Microsoft Office 365

### **Activities in Scope:**

System health monitoring and troubleshooting

- Monitor and maintain the health of the District's current SAM tool (Flexera One). Troubleshoot system warnings, alerts, and errors occurred including from the Flexera beacons
- Provide the service to upgrade or patch the District SAM tool including FlexNet Agents

# Los Angeles Unified School District

## Informal Request for Proposal



- Work with the District infrastructure team to create and maintain processes for agent deployment, removal, and upgrades.
- Maintain all the established integrations and business adapters in Flexera One.
- Create new integrations and business adapters for onboarded and to be onboarded vendors as needed

### Entitlement analysis and loading:

- Maintain entitlements up to date for onboarded vendors.
- Onboard two new vendors specified by ITD per year. This includes entitlement data collection, analysis, loading and configuring for District use. District uses software from major software publishers including but not limited to Microsoft, IBM, Oracle, Adobe, VM-Ware, SAP, BMC, HP, Citrix. The 2 vendors to be onboarded will be determined based on license costs, audit risks, or other reasons.

### Compliance reporting

- Incorporate entitlement and discovery information, perform reconciliation, and configure new or existing reports and dashboards needed to show compliance information and audit ready for all the onboarded software vendors and the once every quarter.
- Actively work with District's data owners to validate the accuracy and comprehensiveness of the compliance data results.

### SAM policies and processes

- Work with District's staff to create SAM policies
- Define business processes for the District to manage software asset including software renewal, procurement, workflow and approval for software purchase and software installation requests.

### Audit advisory guidance/ support (as-needed T&M services)

- Provide expert knowledge on interpreting licensing terms and EUA
- Provide guidance to limit impact of time and resources when it relates to publisher audit events
- Assist with defining audit scopes, data collection and reporting requirements during an audit
- Analyze and review compliance results for the District
- Provide guidance in audit negotiations to lower District's cost

## MEETINGS

The resource(s) shall meet periodically with LAUSD to discuss the status of all related activities. These meetings shall include, but not be limited to:

- a. Periodic meetings with project team, Director, Manager, and Coordinators
- b. Attend Executive briefings and/or Board Meetings as needed/as required

# Los Angeles Unified School District

Informal Request for Proposal



## **DOCUMENTATION and DELIVERABLES**

The resource(s) shall provide documentation as requested by the District including but not limited to:

- a. Technical Documentations on system changes
- b. Provide monthly status reports.

## **WORK SCHEDULE**

The Contractor will be available to begin work upon full execution of the agreement. Standard work hours will be Monday through Friday between 8:30 am to 5:00 pm PST, unless other arrangements are mutually agreed upon. The actual schedule may be adjusted based on project needs by the sponsor.

## **OTHERS**

A performance review will be conducted by the District to ensure services are performed satisfactorily by the Contractor and its resource. Contractor will be notified by the District of their performance. If the review is unsatisfactory, the contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed, and the option years will not be exercised.

**END OF STATEMENT OF WORK**

# Los Angeles Unified School District

Informal Request for Proposal



## **ATTACHMENT NO 2 - EVALUATION CRITERIA AND MINIMUM QUALIFICATIONS**

### **EVALUATION AND SELECTION**

Proposals shall be evaluated for responsiveness to the requirements of the IRFP and on the responsibility of the Proposer. A Proposal shall be considered responsive if it complies in all material respects to the requirements of the IRFP document. A Proposal not meeting the requirements may be rejected as being non-responsive and/or non-responsible.

### **EVALUATION**

Any Contract resulting from this IRFP shall be awarded to that responsible and responsive firm who offers a justifiably fair and reasonable price. Proposals shall be evaluated in the following order:

**PHASE I EVALUATION – MINIMUM QUALIFICATIONS:** The District shall perform an initial responsiveness review to determine compliance with the IRFP administrative requirements and the minimum qualification requirements as defined herein.

Proposers that are deficient in meeting the minimum qualifications at the time of proposal submittal shall be deemed non-responsive to this IRFP and no further consideration shall be granted.

**PHASE II EVALUATION – TECHNICAL QUALIFICATIONS:** Proposals that meet the Phase I Minimum Qualification Requirements shall be evaluated based on the Phase II evaluation criteria herein. At the District's discretion, clarification interviews may be done as part Phase II activities. This process allows the District to more thoroughly evaluate expertise, qualifications, operations, and services deemed by the District to be in its best interests. Non-availability of the proposed resource for oral interviews may be cause for the District to rule their submission as "non-responsive." A "competitive range" (short list) shall be established. The established short list will be the basis for negotiation and possible contract award.

### **BASIS OF AWARD**

Any Contract(s) resulting from this IRFP shall be awarded to the responsible and responsive firm whose proposal meets the requirements of the IRFP. Award shall be based on the highest scored proposer(s).

Furthermore, the District reserves the right to reject a firm if there is a failure to negotiate the rates, terms, and conditions. The District reserves the right to make an award to other than the lowest cost Proposer.



# Los Angeles Unified School District

Informal Request for Proposal



## PHASE I - MINIMUM QUALIFICATIONS REVIEW

Proposers shall meet each of the minimum qualification requirements at the time of proposal submittal.

1. The Proposer's and/or its resource has a minimum of five (5) years of experience providing Software Asset Management Managed Services for FlexNet Management System (FNMS) of similar District's size clients and complexity.
2. The Proposer's and/or its resource has a client base of a minimum of three (3) clients, whereby the Proposer's resource successfully completed one (1) Software Asset Management Managed Services and audit advisory services per client within the past five (5) years. At a minimum one of the clients must be a public agency. Please include the history of meeting objectives, successful software audit experience and results for your customers.

## PHASE II – TECHNICAL EVALUATION

Proposer shall be evaluated on the following criteria:

- |  |           |
|--|-----------|
| A. Managed Services Approach .....                     | 40 points |
| B. Experience, Past Performance & Qualifications ..... | 30 points |
| C. Pricing Proposal .....                              | 25 points |
| D. Small Business Enterprise Participation.....        | 5 points  |
| <b>Total: 100 points</b>                               |           |

### A. Managed Services Approach (40 points maximum)

The proposer's qualifications and experience shall be evaluated according to the following sub-criteria listed below.

1. The extent to which the Proposer's technical solution demonstrates a comprehensive and detailed approach in implementing the Statement of Work. The extent to which the firm demonstrated a solid technical understanding of the specific requirements as stated in the Statement of Work including.
2. The extent to which the Proposer's work plan aligns with the District's goal of maintaining and expanding a fully functional Software asset management solutions using Flexera One during the contracted period by, assuming a contract start date of October 1, 2021.
3. The extent to which the firm demonstrated a solid understanding of the specific requirements as stated in the Statement of Work including:
  - a. Activities to be performed -The plan shall include all activities necessary to manage the District's SAM tool, down to the task level,
  - b. Deliverables – describe the deliverables of each task.

# Los Angeles Unified School District

## Informal Request for Proposal



- c. Identify All Resources - The plan shall clearly identify all Proposer (including subcontractors) and District resources required for both managed services and advisory services. Provide job descriptions and the number of personnel to be assigned to tasks supporting implementation of the managed services. Identify District resources needed for each task. All resources are expected to follow District work hours, even for off-site or overseas resources.
- d. Timelines – describe the timeline and/or frequency of each task.
- e. Acceptance criteria – describe the criteria used to determine completion of each task.
- f. Service Level Agreement (SLA) – describe SLA for all the requests and services within the including the response time, work around time for different type of impact level with detailed definition. Describe how is SLA being measured, escalation paths and how District will be compensated if SLA is not met.
- g. Audit advisory services – describe in detail the activities included in the audit advisory services, describe how District can request for it on an as-needed basis.
- h. SAM Vision and SAM Maturity Strategy - Describe your company's Managed Services vision and how your company sees the District's SAM maturity in a two- to five-year outlook; include a statement of strategic direction

### **B. Experience, Past Performance & Qualifications (30 points maximum)**

The proposer's qualifications and experience shall be evaluated according to the following sub-criteria listed below.

1. Overall length of time in providing Software Managed Services and Advisory Audit Services.
2. Size and scope of the work of references similar to the District's size.
3. Relevant certifications, special skills and proficiencies in Software Managed Services and software audits.

### **C. Pricing Evaluation (25 points maximum)**

The Cost/Price Proposal evaluation shall cover the entire contract term in consideration of price realism and price reasonableness. The price realism review shall consist of an assessment of whether a proposed price is realistic for the work to be performed and whether it is reflective of a clear understanding of the Statement of Work.

### **D. Small Business Enterprise Participation (5 points maximum)**

SBE participation will be evaluated for the extent to which SBE Utilization Report is completed. Submit all applicable SBE certification documentation. Firms must be

# Los Angeles Unified School District

## Informal Request for Proposal



certified as an SBE by LAUSD's online SAP system at the time of proposal submittal to receive points. Points will be given proportionately based on the percentage of work that will be subcontracted to SBEs. Participation shall be defined as the value in contract dollars. For example, a vendor that proposes 25 percent SBE participation will get 25 percent of the five (5) possible points (i.e.,  $5 \times 0.25 = 1.25$ ) and a certified SBE with 100 percent participation would get the full five (5) points.

**END OF EVALUATION CRITERIA**

# Los Angeles Unified School District

Informal Request for Proposal



## ATTACHMENT NO. 3 - PROPOSAL SUBMITTAL REQUIREMENTS

### CONTENTS OF PROPOSAL

#### 1.0 PROPOSAL CONTENT

The Proposal shall submit the following components and shall be laid out in the format exactly as shown here. The information provided in these sections will be used as the basis to score the overall proposal. The submittal shall be signed by an authorized representative of the proposing firm.

**A. MINIMUM QUALIFICATIONS:** The Proposer and its resource shall submit documentation that shows the following information:

- a. The Proposer's and/or its resource has a minimum of five (5) years of experience providing Software Asset Management Managed Services for FlexNet Management System (FNMS) of similar District's scope and complexity. The District has over 2000 physical and virtual servers in the data center and about 200,000 end-point computers for employees.
- b. The Proposer's and/or its resource has a client base of a minimum of three (3) clients, whereby the Proposer's resource successfully completed one (1) Software Asset Management Managed Services and audit advisory services per client within the past five (5) years. At a minimum one of the clients must be a public agency. Please include the history of meeting objectives, successful software audit experience and results for your customers.

**B. MANAGED SERVICES APPROACH:** The Proposer and its resource shall submit a project approach document and work plan that provides an overview of the methodologies and processes involved in performing the Software Managed Services and Software Audit Advisory services. The work plan shall include information and address all the elements in the SOW and requirements according to criteria listed above.

**C. EXPERIENCE, PAST PERFORMANCE & QUALIFICATIONS:** The Proposer and its resource shall submit a qualification statement by addressing the following:

- a. Detailed summary of experience performing Software Asset Management Managed Services and audit advisory services.
- b. A minimum of three (3) references
  - (a) Size and scope
  - (b) Project duration,

# Los Angeles Unified School District

## Informal Request for Proposal



- (c) Contact information such as Name and Title, Telephone & Email address
  - c. White papers, research materials, analysis, recommendations from past projects.
  - d. Relevant technical skills, experience, certification, and education background.
- D. PRICE PROPOSAL:** The proposer shall use the Pricing Sheet to submit a Fully burdened, Firm-fixed price to perform all services related to Software Managed Services and T&M hourly rate for Software Audit advisory services as specified in the Statement of Work. The proposer shall complete the pricing form in its entirety and include it with the proposer's submittals. Price proposals shall be evaluated on total cost/price. Incomplete price proposals may cause the proposal to be deemed non-responsive. All price proposals must be clearly labeled "Price Proposal."
- E. Completed PROPOSER LETTER/CERTIFICATE OF ACCEPTANCE form.**

**END OF PROPOSAL SUBMITTAL REQUIREMENTS**

# Los Angeles Unified School District

Informal Request for Proposal



## ATTACHMENT NO. 4 - PRICING FORM

### PROPOSER'S RATES

The proposer shall submit a Firm Fixed Price (FFP) Price Proposal for managed services and fully burdened hourly rates for the Time and Materials (T&M) Price for as needed audit advisory services as specified in the Statement of Work. The Proposer shall complete a pricing proposal and include it with the proposer's submittals. The Proposer shall submit a proposed, priced milestone billing schedule and include it with the Proposer's submittals. The District encourages a Vendor to propose on all deliverables of the Statement of Work but will accept a Vendor(s) response to components of the RFP scope. Price proposals will be evaluated on total cost/price. The District may consider alternate pricing models such as tiered discounts, monthly, or annual pricing.

The price proposal shall provide itemized cost component information for each element of service defined in the Statement of Work. Proposers shall provide the best competitive prices on initial submission. Pricing shall include ALL cost data and mark-up rates necessary to provide requested services.

Incomplete price proposals may cause the proposal to be deemed non-responsive. All price proposals must be clearly labeled "Price Proposal." Failure to comply may result in a rejected proposal.

### I. Annual Costs

ANNUAL RENEWAL PRICING STRUCTURE BY FISCAL YEAR (FY)			
DESCRIPTION	Fiscal Year 2022 (Oct 2021* to June 30, 2022)	Fiscal Year 2023 (July 1, 2022 to June 30, 2023)	Fiscal Year 2024 (July 1, 2023 to June 30, 2024)
Services Fee	\$	\$	\$

\*Proposer to submit quote for prorated term based on actual start date of services, through June 30, 2022.

The District reserves the right to purchase or renew services on a multi-year basis

### IV – Audit Advisory Services Costs:

Please describe the type of audit advisory services. Please include travel costs and other costs in the rate if applicable. No additional travel expenses or charges will be allowed.

Description	Contractor title	Hourly Cost	No. of hours
1. _____	_____	\$ _____	_____
2. _____	_____	\$ _____	_____
3. _____	_____	\$ _____	_____

# Los Angeles Unified School District

Informal Request for Proposal



## V – Value Added Products/Services (if any):

Please itemize other value-added items below.

Description	Cost
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____

**END OF PRICING FORM**