

PUBLIC ADVERTISEMENT / SOLICITATION NOTICE REQUEST FOR PROPOSALS (RFP)

Solicitation Title: Managed IT Services and Infrastructure Administration

Contracting Agency: Sussex Academy

RFP Release Date: June 16, 2026

Proposal Submission Deadline: July 1, 2026, at 4:00 PM EST

1. Invitation to Bid

Sussex Academy, a public charter school operating in Georgetown, Delaware, invites sealed, competitive proposals from qualified Managed Service Providers (MSPs) to deliver comprehensive, turn-key Managed IT Services, Help Desk Support, Network/Infrastructure Administration, and Cybersecurity Management. The school intends to enter into a single-vendor contract with an anticipated start date of July 15, 2026.

2. Overview of Scope

The selected vendor will be responsible for supporting the school's digital learning and administrative ecosystem, including:

- Provisioning a dedicated, on-site School Technology Specialist (STS) five (5) days per week.
- Providing 24/7/365 Remote Help Desk, Network Operations Center (NOC), and Security Operations Center (SOC) monitoring.
- Deploying an industry-standard ticketing platform with real-time administration dashboards.
- Managing Google Workspace for Education, identity access, and role-based device management.
- Deploying and managing advanced endpoint protection and email filtering systems.
- Ensuring technical compatibility and data reporting coordination with the Delaware Department of Education (DDOE) platforms.

3. Diverse Vendor Participation

Pursuant to Delaware procurement guidelines, Sussex Academy strongly encourages proposals from certified diverse vendors, including Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), and Veteran-Owned Businesses. Evaluation preferences and weighted points are dedicated to state-certified diverse entities.

4. Submission Instructions

All proposals must be submitted electronically in PDF format to

Brittany.Burslem@SAAS.k12.de.us no later than the deadline listed above. Late submissions or hard-copy mailings will not be accepted.

Proposals must include distinct Technical and Financial components, structured explicitly around the evaluation criteria outlined in the official RFP package.

5. RFP Package Requests & Inquiries

The complete RFP document, detailing full Scope of Work specifications, minimum qualifications, and the formal evaluation scoring matrix, may be obtained by emailing:

Brittany Burslem, Business Manager

Sussex Academy

21150 Airport Road, Georgetown, DE 19947

Email: Brittany.Burslem@SAAS.k12.de.us

Sussex Academy reserves the right to reject any or all proposals, to waive technicalities, and to select the vendor deemed to provide the most advantageous proposal in accordance with Delaware Code Title 29, Chapter 69.