

MN Transitions Charter School

K-12 Academic Community



Addendum 01 - Vendor Questions

Technology Services and Support RFI

Version: 1.0
Date 08/30/18

Questions & Answers

Questions due by Friday, August 24, 2018

Response to all participants by Friday, August 31, 2018

IT Service Questions

Q1. Has a budget been established for supporting the current assets? Is there a schedule to refresh the older assets?

A1. See A2 regarding intent. The annual budget process will include discussion and planning for both short and long-term technology goals and needs.

Q2. Is there a schedule to refresh the older assets?

A2. The current replacement process is based upon site budgets and site needs. The replacement of equipment has previously taken place upon the total failure of the existing equipment. The intent of our new multi-year technology plan would be to assess all district technology, prioritize needs, cost out various products/models/brands, establish standards, consider existing program needs with projected needs, as well as development and expansion of programs throughout MTCS.

Q3. Can you breakdown how many teachers/administrators will be supported?

A3. Approximately 200 staff, 12 administrators.

Q4. The Technology Leadership role, is there a budget for the role and is this full-time?

A4. Yes, and it is not anticipated to exceed .25 FTE.

Q5. The Instructional Technology and Curriculum Integration specialist, is this role a full-time position? Is there a budget?

A5. Yes, and at a minimum of .5 FTE. As we discuss the position in greater detail, 1.0 FTE may be considered depending on the model adopted.

Q6. Out of warranty assets, will MTCS be extending the warranties or refreshing the assets?

A6. Certain assets will be per our updated technology plan. Considerations include: current technology projected life-span, functionality, ability to meet existing needs or not, what is essential to currently function in a manner that does not obstruct student learning, and what is missing or will be needed to meet needs of urgency.

Ultimately, all MTCS programs, current services provided and services as a means of bettering instructional delivery/practices technologies will be considered.

Q7. Who will the out sourced provider report to?

A7. The Superintendent and Technology Leadership Consultant.

Q8. Will the provider be required to support the business 24x7 and onsite?

A8. The provider will be required to support the school district during the operational hours of the schools or presence of staff. However, the provider must have the ability to accept trouble reports 24x7 and respond to the individual submitting the trouble ticket (or call) in an hour. The provider needs to assure that the systems and network are operational every day and that any user device issues are being resolved.

Web Service Questions

Q9. Can you provide further detail around the online registration capability you referenced, what's the requirement?

A9. MTCS is exploring the capacity to further streamline student registration with/within Skyward, so the registration process is not a barrier to enrollment, and looking for recommendations to enhanced registration.

Q10. How many of the 7 sites will require a redesign? What's the scope in the redesign?

A10. MTCS moved away from separate sites and integrated all the sites into MTCS.org with subsites. MTCS is exploring moving the school programs back to their own site url (for branding and user clarity), MTCS is still the main housing for the overall multi-site. MTCS is looking for a complete redesign of all the program sites, but they will all follow a similar design layout, architecture and information flow.

Q11. Will there be any additional Social Media sites for the contract period?

A11. Yes, MTCS is going to expand its social media work to include Instagram and Snapchat, and the school always remains open and receptive to exploring new, relevant social channels as they arise.

Q12. Who will manage the Google and Facebook ads, can you define the budget and frequency of the campaigns?

A12. The Director of Marketing and Communications is responsible for the overall Google and Facebook ad campaign messaging and focus, looking for the guidance and expertise of a webmaster to monitor, recommend and tweak the ads as activity and results demand. These activities are included in the current budget, frequency of campaigns TBD.

Q13. Can you define the full SEO strategy you reference, what is the scope for the coming contract period?

A13. Defining keywords, integrating them into all content on the websites, posts, social media posts, tagging, etc.--so that content is clear, directly relevant to how people are searching for schools, and streamlined through all we do in order to build and maintain a strong presence for organic search, as well as paid.

Q14. Who will provide the copy and content for the new contract period and each site?

A14. The Director of Marketing and Communications will work with staff at each school site to develop content and relevant information to be posted about their programs, and will provide that information to the webmaster.

Q15. Has a budget been set for the Web Contract period? SEO? Ad words? Google Management etc.

A15. The District budget is being finalized now, and as soon as it is provided, the Director of Marketing and Communications will create the annual marketing plan that the webmaster, and the Director of Marketing and Communications will deliver. In developing the multi-year technology plan, the Web Contract will be considered in addition to other needs and the budget will be based upon what MTCS sees to be prioritized

Q16. API and Software integration, do you have any defined projects for the contract period?

A16. This is always a fluid area, where technology changes, student need and marketing opportunities may lead to integrating new software, etc. At this time, there is no specific plan or identified need.

Q17. Who will the out sourced provider report to?

A17. The Superintendent and Director of Marketing and Communications.

Cost Section Questions

Q18. What is meant by the term “Cost-Plus” fees for service, listed in the RFI’s cost section?

A18. Cost-Plus refers to the direct cost incurred by the provider (e.g. salary of the FTE) with a margin (plus) for the provider’s overhead and profit.

Appendix D Questions

Q19. In regards to question 5, which monitoring tools, performance data, and KPIs are you looking to have access to?

A19. The tools used by the provider staff for monitoring and generating performance reports. One or two District technical staff with proper security clearance would like to access this information through customer portal. In addition, Cabinet level staff may also periodically request system and service performance data and KPIs.

Q20. In regards to question 6, which specific staff members are you referring to?

A20. Please see response to Q19.

Q21. Referring to question 15, which specific software from the list requires support?

A21. The level of support required can vary, but all District standard software needs to be supported.

Q22. Referring to question 21, who would we be instructing (students, staff, or leaders)?

A22. All three would be included: students in modeling technology integration to teachers and both staff and leaders in professional development and technology integration planning.

General Questions

Q23. Would MTCS go forward without the Technology Leadership and Instructional Technology/Curriculum specialist?

A23. Yes, these are additional facets of the multi-year technology plan we are developing.

Q24. Has there been a decision as to how long the contract will be awarded?

A24. The contract will be awarded for a 3-year period with the possibility of annual renewals for an additional 2 years.

Q25. Would MTCS agree to onsite resources being rotated every 30-90 days?

A25. No, MTCS does not see that as being of benefit to the District.

Q26. The reference to the 200-205 days minimum contracted support, does this address project work that typically cannot be done during the school year?

A26. Yes, in general this allows for time for projects during the end of the school year, summer and school startup. In specific cases additional days may be required, depending on the scope and complexity of all projects in a given year.

Q27. Will MTCS be providing all the RFI questions presented by all bidders in a single response?

A27. Yes, per the RFI all questions submitted will be included in a single response to all bidders by Friday, August 31, 2018.