

MN Transitions Charter School
K-12 Academic Community



REQUEST FOR INFORMATION
Technology Services and Support

Due – September 10, 2018, 4:00 p.m. Central Time

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1.0 Introduction

Minnesota Transitions Charter School (MTCS) District is issuing this Request for Information (RFI) for Technology Services and Support in the following categories:

- A. Managed Information Technology (IT) Services [see Appendix B for detail]
- B. Web Design, Hosting and Management Services [see Appendix C for detail]

The above services may be provided either directly or in partnership with a third party.

The District is also looking for additional optional service not currently provided. These include:

- C. Technology Leadership [see Section 5 for detail]
- D. Instructional Technology and Curriculum Integration [see Section 5 for detail]

The District has six physical facilities. There are approximately twelve hundred students of which about four hundred and fifty are online students. The physical locations are as follows:

1. Secondary School and District Office - 2872 26th Ave. S., Minneapolis
2. Elementary School - 1800 Second Street, NE., Minneapolis
3. Banaadir Academy - 1130 7th Street N., Minneapolis
4. Banaadir South - 2526 27th Ave. S., Minneapolis
5. PEASE Academy - 601 13th Ave. SE., Minneapolis
6. Minnesota Virtual High School - 180 E. Fifth St., Ste. M10A, St. Paul

2.0 Vendor Questions, Response Date and RFI Response

Questions related to this RFI should be email to: patrick.plant@charter.net

The following schedule has been established:

- RFI Issue Date – 8/7/2018
- Site surveys – 8/15/2018 [see note below]
- Vendor Questions due – 8/24/2018
- Answers provided by – 8/31/2018
- RFI Response Due – 9/10/2018, 4:00 p.m. (CDT)
- Vendor Contract – 1/1/2019 [or potentially at an earlier date, by mutual agreement]

Note: Vendors wishing a site survey of the District facilities should email: patrick.plant@charter.net by 1:00 p.m. on 8/13/2018. If needed, site survey will take place on Wednesday, August 15, 2018 at 9:00 a.m. starting at the MTCS District Office.

After initial review of the responses, the District may invite the top two or three short listed vendors for presentations before making the final decision. If logistically feasible, during this period the District would allow these vendors to install any vendor proprietary software on the District servers to analyze the IT environment in greater detail. The intent of this activity is to allow vendors to get a closer view of the technology infrastructure and customize the proposed solution.

RFI Responses should be emailed to: patrick.plant@charter.net

Vendors are asked to follow the format below in providing their response. Vendors may submit more than one proposal. Please label your proposals if there are more than one response.

- Section 1 – Summary of the solution proposed
- Detail description of the proposal
- Answers to the questions listed in Appendix D
- Customer References - Minnesota customers and Education references are desired. Minimum of three references should be provided.
- List of exceptions taken on service requirements identified in Appendix B or Appendix C
- List of additional services not requested available for additional cost
- Cost of the solution proposed
- Company Profile and Product and Service Literature
- Contract Document including Service Level Agreement

3.0 Current Environment

The District currently outsources its IT management. Two full time staff employed by the outsourced company are on site at the District office and support students and staff at the six physical locations. The services provided include:

- Support of desktop clients, mobile devices, tablets and software
- Support of classroom equipment (e.g. projectors, interactive whiteboards, etc.)
- Support and management of Microsoft servers including Hyper V (virtual servers) using hardware from multiple vendors
- Support of printers, UPSs, surveillance video cameras, storage devices, voice phones
- Monitoring and support of Network Equipment - switches, routers, wireless access points, and firewall
- Managing and supporting application software

Appendix A provides an inventory of the hardware and software currently in use at District facilities. Vendors should note that while there is currently a variety of client, server, and network equipment, going forward the intent of the District is to upgrade existing equipment and move towards standardizing the environment.

In addition to supporting and managing the hardware and software, the IT vendor provides:

- 24x7 Helpdesk portal
- On call technician available off-hour -- onsite working hours coincident with school hours
- Application of bug and security fixes to software
- Backup of critical business data
- Anti-virus and Malware licensing and support
- Google email, G-Suite educational applications and District standard software support

- Third party vendor management including warranty and maintenance tracking
- Tools for asset management, trouble ticketing and IP device monitoring

Besides providing IT management services, the service provider also provides hosting and design services for the District website which has online registration capability. The service provider supports the MTCS Marketing and Communications system in numerous ways. Many of the functions are similar to those associated with a standard webmaster role; however, the additional particular value of the current relationship comes from the partnership of expertise that combines very strong technical skills with creative web and design skills —blended with the District’s internal communications staff and marketing goals and strategies. This unique partnership allows MTCS to be very nimble, creative and responsive as trends and opportunities arrive.

- Overall website maintenance, back-up, updates (including plug-ins), protection, domain maintenance, monitoring, etc. of 7 individual District sites
- Website design (and upcoming site redesign)
- New page and landing page creation, per marketing and communication goals
- Social media support and website integration for: 3 Facebook pages, 3 Twitter and 9 google business pages, and 3 YouTube sites
- Google ad and Facebook ad campaign build and coordination with marketing goals
- Site optimization for keyword matching for strong organic growth, and full SEO strategy
- Google analytics management with Google tag manager, analysis, reports and requisite recommendations
- Site development, such as adding chat functions, etc. per marketing goals
- Training for various staff on website entry and new features
- Design collaboration and blending of all internal and external design and branding pieces—logos, new materials, and other graphic projects
- Online guides and resource creation, to coordinate with marketing strategies and external campaigns
- Maintenance and monitoring of 508 compliances for all sites
- API and software integration

4.0 Mandatory Service Requirements

Though the District’s current contracts for IT Management and Web Services are renewable, the District is looking at a number of options for IT Management service delivery going forward. These include insourcing some of the technical and management resources, having outsourced staff on an as needed basis, etc.

Appendix B and C provide a list of services that the District is looking to obtain.

Specific to developing a Managed Information Technology (IT) Services infrastructure, the District is considering a number of resource staffing scenarios. These are described below. All of the scenarios must be able to deliver the services requested in Appendix B.

Scenario A - Two Onsite Employees: Under this scenario the District would be looking for the management vendor to provide two onsite staff resources - similar to the current arrangement.

One of the staff would be focused on supporting workstation and client devices, client software and classroom equipment while the other member would have skills for configuring and supporting servers, server based software, and network infrastructure (switches, routers, firewall, wireless access points, etc.). Appropriate tools should be provided for these resources for monitoring and managing the IT infrastructure. The vendor would back fill staff in the event of sickness, vacation or if the onsite staff needs specialized assistance.

While the current arrangement has the two staff resources onsite 40 hours a week, 52 weeks a year, the District is willing to consider a lesser number of hours so long as there is one staff member available onsite during classroom hours. MTCS student contact days are 173 and that standard teacher's contract has 186 days. Allowing time for school start and school wrap up, the District feels a minimum amount of contracted technology support days to be 200 to 205.

Scenario B - District Employed Client Hardware/Software and Classroom Equipment Support: Under this scenario, the District would employ one full time employee (FTE) for supporting client devices and classroom equipment. The vendor would provide the higher-level skilled individual for server and network support. Additionally, the vendor would monitor and support the IT infrastructure including all IP addressable devices - workstations, servers, network equipment etc.

A variation on this scenario (Scenario B) would be where the District employed support personnel may be provided full time onsite by the vendor under a cost-plus arrangement. This has the advantage to the District of not having to be concerned about covering for sickness or vacation.

Scenario C - Remote Support with On-Site Staff as Needed: Under this scenario the vendor shall provide all services remotely and provide on-site staff as needed - either to fix problems or for projects as requested. A key consideration under this scenario is the guaranteed response time for the repair staff to be onsite when needed. This scenario has a higher level of risk to the District and therefore vendors proposing this solution needs to specify in their response how they intend to minimize this risk.

While the District has identified three scenarios, it is open to other approaches proposed by the vendor.

5.0 Optional Services

The District is looking for additional service not currently provided. These include:

Technology Leadership, primary responsibilities:

- Under the supervision of the Superintendent provide dynamic, responsive, collaborative entrepreneurial and forward-thinking vision, leadership and management of technology systems and services to support the mission and goals of the District.
- Has primary responsibility for ensuring that the District's technology and information vision, resources, infrastructure and contracted services successfully support the organization's educational and business goals.
- This includes ensuring for the planning, development, implementation, management and maintenance of all applications, infrastructure, security, networks, technology training as well as comprehensive support and development for the enhancement of teaching and learning activities of staff and students.

- Develops, monitors and keeps current the District’s multi-year Technology Plan and evaluates plan progress annually to the School Board.
- Works collaboratively with the Superintendent’s Cabinet and the District Board of Education to determine how technology will support the District’s vision and the selection, purchasing, installation and maintenance of instructional, operational and administrative technology; and the integration of technology into all facets of district goals, programs and services.
- Responsible for the maintaining of global standards in devices, networking, operating systems, systems integration, and data throughout the organization.
- Plans and directs technology implementation and support in the school district for all areas of instruction, professional development, administration, central services, and technical support.
- Works collaboratively with instructional and operational leadership to factor in the total cost of implementing technology solutions while maximizing organizational effectiveness and fiscal responsibility.
- Has primary responsibility for the creation, implementation and enforcement of policies and educational programs related to the social, legal and ethical issues involved in technology use throughout the district.
- Communicates current and future visionary technologies for delivery of curriculum and to achieve operational excellence to the Board of Education, students, staff, and public.
- Responsible for the district’s annual E-Rate process, ensuring accuracy and fund reimbursement optimization.

Instructional Technology and Curriculum Integration, primary responsibilities:

- Provides leadership in the integration of available technologies into school district curriculum to maximize each learner’s potential.
- Oversees the installation of technology for teacher classroom management functions such as, attendance, grading, assessment and communications.
- Assists in the development of MTCS Virtual-Online and Blended Learning K-12 programming.
- Plans, coordinates, and conducts research-based technology staff development districtwide.
- Assists in assessing and providing for instructional, management and assessment technology needs for schools and/or assigned programs.
- Coordinates the content of district Internet servers and social media use in cooperation with the Director of Marketing and Communications and other district personnel.
- Provides services to assist schools in reaching school improvement goals.
- Assists with the ordering, inventory, management and support related to technology and information hardware, software and services.
- Communicates current instructional technology achievements, needs trends, emerging applications of technology and future visions to the school board, staff and public.

6.0 Additional Questions

As part of their response, vendors are asked to answer the question included in Appendix D.

7.0 Service Cost

Mandatory Service Cost

Managed Information Technology (IT) Services

For each proposal (scenario) submitted please provide the following costs. Separate cost sheets must be provided for each service option proposed. For cost-plus fees, please provide the percentage of cost to be added for the service.

- A. One time set up or engagement fee.
- B. Monthly fee for service. Any service cost not included in the monthly fees should be identified clearly.
- C. Additional charges for service not included but available on a request basis.

Web Design, Hosting and Management Services

- A. One time set up or engagement fee.
- B. Monthly fee for service. Any service cost not included in the monthly fees should be identified clearly.

Optional Service Approach and Cost

The District is open to the service provider defining in their response the approach, or possibility multiple approaches that MTCS could select from), for providing the services defined in Section 5.0 Optional Services.

Technology Leadership Services

- A. Outline the approach that you would use to either directly deliver or in oversight ensure, the fulfilling of the responsibilities defined in Section 5.
- B. One time set up or engagement fee.
- C. Monthly fee for service. Any service cost not included in the monthly fees should be identified clearly.

Instructional Technology and Curriculum Integration Services

- A. Outline the approach that you would use to either directly deliver or in oversight ensure, the fulfilling of the responsibilities defined in Section 5.
- B. One time set up or engagement fee.
- C. Monthly fee for service. Any service cost not included in the monthly fees should be identified clearly.

Appendix A - Hardware and Software Inventory

MTCS - All Sites													
Equipment by Site	Description	Manufacturer	Model #	Quantities							Total	Maint?	Age of Equipment (Yrs)
				HSC	BDS	BDR	PSE	ELE	VHS				
Servers													
	HSC/District Servers	HP	ProLiant DL360e Gen8	4							4	4-5	
	HSC/District Servers	Lenovo	401118U	1							1	6+	
	HSC/District Servers	Lenovo v2	104619U	1							1	6+	
	Virtual Servers	HP	Hyper V Virtual Machines	8							8	N/A	
	BDS & PSE & ELE & VHS Servers	HP	ProLiant ML310e Gen8 v2		1		1	1	1		4	4-5	
	BDR Hyper V Server	HP	ProLiant DL160 Gen8				1				1	6+	
	BDR Domain Controller	HP	Virtual Server				1				1	6+	
		Sub-Total - Servers		14	1	2	1	1	1	1	20		
Desktops													
	Staff Desktops	Lenovo	5852W5U	20	4	18	3	4			49	6+	
	Staff Desktops	HP	ProDesk 400 G3 SFF	3							3	0-3	
	Staff Desktops	HP	Pro 6300 SFF	6		14	1	1			22	HSC, PSE, ELE: 0-3; BDR: 4-5;	
	Staff Desktops	Dell	OptiPlex 7020	1							1	6+	
	Staff Desktops	HP	ProDesk 400 G4 SFF		3			1			4	0-3	
	Staff Desktop	HP	ProDesk 600 G1 SFF		1						1	0-3	
	Staff Desktops	HP	EliteDesk 800 G1 TWR			2					2	0-3	
	Staff Desktops	HP	dc5850 Microtower			1					1	0-3	
	Staff Desktop	Lenovo	1577K8U				2				2	6+	
	Staff Desktop	Dell	OptiPlex 780				3				3	6+	
	Staff Desktop	Lenovo	7099U1U					10			10	6+	
	Apple Desktops	Apple	Imac	22							22	4-5	
	Apple Desktops	Apple	Mac Pro	2							2	0-3	
		Sub-Total - Desktops		54	8	35	9	16	0	0	122		
Laptops													
	STEM Lab Laptops	HP	Probook 450 G3	82	0	24	0	1	20		127	0-3	
	Staff Laptops	HP	Elitebook x360	13							13	0-3	
	Staff Laptop	HP	Elitebook Folio G1	1							1	0-3	
	Staff Laptop	HP	Elitebook 840 G4	1							1	0-3	
	Staff Laptop	Lenovo	20EM001LUS	1		1					2	HSC: 4-5; BDR: 0-3	
	JROTC Staff Laptop	Dell	Latitude E5530	1							1	6+	
	JROTC Staff Laptop	Dell	latitude E5520	1							1	6+	
	Staff Laptops	HP	ProBook 450 G5					1			1	0-3	
	Staff Laptops	HP	ProBook 4440s						10		10	0-3	
	Staff Laptops	HP	ProBook 6570b						1		1	0-3	
	Staff Laptops	HP	EliteBook x360 1030 G2						2		2	0-3	
		Sub-Total - Desktops		100	0	25	0	2	33	0	160		

Equipment by Site	Description	Manufacturer	Model #	Quantities							Total	Maint?	Age of Equipment (Yrs)
				HSC	BDS	BDR	PSE	ELE	VHS				
Laptop Carts				0	0	0	0	0	0	0		--	
Tablet-based Devices													
	ASUS Tablets for STEM	ASUS	Zenpad 10	60	0	20	0	0	0	80		0-3	
	Ipad mini	Apple	Ipad Mini	6						6		4-5	
	Ipad	Apple	ipad 2	7						7		6+	
			Sub-Total - Tablet based Devices	73	0	20	0	0	0	93			
Handheld Devices with Wi-Fi/cellular Capability				0	0	0	0	0	0	0		--	
keyboarding specific devices (e.g. Alpha Smart)				0	0	0	0	0	0	0		--	
Video Projectors													
	Classroom Projectors	Epson	Powerlite 703C	5						5		6+	
	Classroom Projectors	Epson	ELPLP78	3						3		0-3	
	Classroom Projectors	Epson	Powerlite 77C	1	1	1				3		HSC: not sure; BDS, BDR: 6+	
	Classroom Projectors	NEC	NP610S	3						3		not sure	
	Classroom Projectors	NEC	V260X	1	3					4		HSC: not sure; BDS: 6+	
	Classroom Projectors	InFocus		1						1		6+	
	Boardroom Projector	Epson	Powerlite X39	1					2	3		0-3	
	Classroom Projectors	Epson	Powerlite 530		1					1		6+	
	Classroom Projectors	Epson	V5250		1					1		6+	
	Classroom Projectors	ViewSonic			1					1		6+	
	Classroom Projectors	Epson	VS230			6				6		4-5	
	Classroom Projectors	Hitachi	CP-X3021WN			4				4		6+	
	Classroom Projectors	InFocus	IN114a			8				8		6+	
	Classroom Projectors	Epson	VS240			1				1		6+	
	Classroom Projectors	Epson	Powerlite 78			1				1		6+	
	Classroom Projectors	Sanyo	XGA			1				1		6+	
	Classroom Projectors	NEC	V300X			1				1		6+	
	Classroom Projectors	NEC	NP215				1	1		2		6+	
	Classroom Projectors	Epson	EX3212				1			1		6+	
	Classroom Projectors	Acer	X1261P					5		5		6+	
	Classroom Projectors	Epson	Powerlite X27					1		1		0-3	
			Sub-Total - Video Projectors	15	7	23	2	9	0	56			
Replacement Bulbs				0	0	0	0	0	0	0		--	

Equipment by Site	Description	Manufacturer	Model #	Quantities							Total	Maint?	Age of Equipment (Yrs)
				HSC	BDS	BDR	PSE	ELE	VHS				
Printers													
	Staff Dekstop Printers	HP	P1505	2							2	4-5	
	Staff Dekstop Printers	HP	CM1312nfi	1							1	6+	
	Staff Dekstop Printers	Samsung	2835DW	1	1						2	4-5	
	Staff Dekstop Printers	Samsung	M4020ND	2							2	0-3	
	Staff Dekstop Printers	Samsung	M2955DW	2							2	4-5	
	Badge Printer	Badgy	Badgy 200	2		1	1	1			5	0-3	
	Staff Dekstop Printers	HP	M553	1							1	4-5	
	Admin Printer	Samsung	CLP-620ND				1				1	4-5	
	Staff Printers	HP	1200					1			1	6+	
	Staff Printers	HP	Laserjet Pro M452					1			1	6+	
		Sub-Total - Printers		11	1	1	2	3	0		18		
Multi-Function Devices													
	Admin Printers	Ricoh	MP C6004	2							2	0-3	
	Pod Printers	Ricoh	MP 4055	2							2	0-3	
	Pod 3 Printer	Ricoh	MP6503	1							1	0-3	
	Admin, BDR Printers	Ricoh	MP 7503	1		1					2	0-3	
	Admin Printer	Ricoh	MP C3504		1						1	0-3	
	BDR Color	Ricoh	MP C6004			1					1	0-3	
	PSE Main Printer	Ricoh	MP 5055				1				1	0-3	
	ELE Main Printer	Ricoh	MP C4504					1			1	0-3	
	VHS Main Printer	Ricoh	MP 3055						1		1	0-3	
		Sub-Total - Multi-Function Devices		6	1	2	1	1	1		12		
Document Cameras													
	Doc Camera	Ipevo		1	1			1			3	0-3	
		Sub-Total - Document Cameras		1	1	0	0	1	0		3		
Interactive White Boards or Slates													
	SMART Panel	SMART Tech	6065V2	5			0	2	0		7	0-3	
	Clevertouch	Clevertouch	65" V	6							6	0-3	
	Smart Board	SMART Tech	SB660	3							3	0-3	
	Smart Board	SMART Tech	SBM685	2		14					16	0-3	
	Classroom Smartboards	Smarttech	SMB680		3			1			4	BDS: 6+; ELE: 0-3	
	Panaboards	Panasonic	UBT780			1					1	6+	
	Panaboards	Panasonic	VBT880					8			8	6+	
		Sub-Total - Interactive White Boards		16	3	15	0	11	0		45		

Equipment by Site	Description	Manufacturer	Model #	Quantities							Total	Maint?	Age of Equipment (Yrs)
				HSC	BDS	BDR	PSE	ELE	VHS				
Classroom Audio Amplification				0	0	0	0	0	0	0		--	
Student Response Systems				0	0	0	0	0	0	0		--	
DVD/VCR/Tuners				0	0	0	0	0	0	0		--	
Media Center Checkout or Inventory Equipment				0	0	0	0	0	0	0		--	
IP Phones													
	Staff Phones	Mitel	5320e	46	8	45	8	18	11	136		0-3	
	Staff Phones	Mitel	6930	5	2	2	1	2		12		0-3	
	Staff Phones	Mitel	UC360	1	1	1		1	1	5		0-3	
	Staff Phones	Mitel	6940	1					1	2		0-3	
	Sub-Total - DVD/VCR/Tuners			53	11	48	9	21	13	155			
Data Switches													
	Data Switch	D-link	D-Link DGS-1510-28XMP	3		5	1	2	1	12		0-3	
	Data Switch	D-link	D-Link DGS-3120-48PC	1	1				1	3		0-3	
	Data Switch	D-link	D-Link DGS-1210-52MP	1						1		4-5	
	Data Switch	D-link	D-Link DGS-120-52	3						3		0-3	
	Data Switch	SMC	Tigerswitch 8150L2	14						14		6+	
	BDS Wireless AP Switch	D-Link	D-Link DGS-1210-28MP			?				?		0-3	
	Data Switches	Cisco	SG100D-08P			3				3		0-3	
	Data Switches	Cisco	SG200-28			3				3		0-3	
	Data Switches	D-Link	DFS-3226L			1				1		0-3	
	Sub-Total - Data Switches			22	1	12	1	2	2	40			
Routers				0	0	0	0	0	0	0		--	
Firewall													
	HSC Firewall/Router	Sonicwall	NSA 4500	1						1	Y	4-5	
	BDS Firewall/Router	Sonicwall	TZ-215		1	1		1	1	4		6+	
	PSE Firewall/Router	Sonicwall	NSA 220				1			1		6+	
	Sub-Total - Firewall			1	1	1	1	1	1	6			

Equipment by Site	Description	Manufacturer	Model #	Quantities							Maint?	Age of Equipment (Yrs)	
				HSC	BDS	BDR	PSE	ELE	VHS	Total			
Wireless Access Points													
	Xirrus Access Points	Xirrus	X2120	20	12						32	Y	0-3
	SonicPoints	Sonicwall	NE			12	5	6	6		29		6+
		Sub-Total - Wireless Access Points		20	12	12	5	6	6	61			
UPSs													
	PSE, VHS UPS	APC					1	0	1		2		?
		Sub-Total - UPSs		0	0	0	1	0	1	2			
Server Operating Software													
	Microsoft Windows Server 2012 R2	Microsoft			1		1	1	1		4		?
	Windows Server 2008R2	Microsoft				1					1		?
		Sub-Total - Server Operating Software		0	0	0	1	0	1	2			
Email Service													
	G Suite for Education	Google											
Other Application Software (Please list)													
	Microsoft Office		Plato										
	Skyward		ACT Aspire										
	G Suite for Education		ACT Tessera										
	Study Island (reading and math)		Reading A to Z										
	Imagine Learning		Science A to Z										
	Edivate		NWEA MAP										
	Moodle		Accuplacer										
	Smart Notebook		Scantron										
	Active Inspire		IXL Math										
	Testnav 8		SpEd Forms										
	Insight for ACCESS Testing		iReady										
	WIDA Screener (for new students)		Aleks math										
	Adobe Creative Suite		Kami Google extension										
	Adobe Connect		Read & Write for Google										
	Adobe Acrobat		Captivate										
	Mitell Micolab												
	Read Live												
	Frontline HR												
	Frontline School Improvement												
	Viewpoint												

Equipment by Site	Description	Manufacturer	Model #	Quantities							Total	Maint?	Age of Equipment (Yrs)
				HSC	BDS	BDR	PSE	ELE	VHS				
Other Hardware (Please list)													
Chromeboxes													
	Classroom Chromeboxes	HP	HP Chromebox G1	167	38	113		76			394		
	Classroom Chromeboxes	HP	HP Chromebox CB1				32				32		
		Sub-Total - Chromeboxes		167	38	113	32	76	0	426			
Chromebooks													
	Classroom Chromebooks	Acer	Acer C7 Chromebook	14							14	?	
	Classroom Chromebooks	Acer	Acer Chromebook R11	35							35	?	
	Classroom Chromebooks	Acer	Acer Chromebox CX12	4							4	?	
	Classroom Chromebooks	HP	HP Chromebook 11 G4	1		27		20	1		49	4-5	
	Classroom Chromebooks	Lenovo	Lenovo N22 (Touch) Chromebook	1					56		57	0-3	
	Classroom Chromebooks	Samsung	Samsung Chromebook ??	1							1	4-5?	
	Classroom Chromebooks	Samsung	Samsung Chromebook	20					12		32	4-5	
	Classroom Chromebooks	HP	HP Chromebook 11 G5		14			13	1		28	4-5	
	Classroom Chromebooks	Lenovo	Lenovo N20 Chromebook		20	30	19	12			81	4-5	
	Classroom Chromebooks	Lenovo	Lenovo N23 Chromebook (Touch)		80						80	0-3	
	Classroom Chromebooks	Samsung	Samsung Chromebook 3			5	20				25	4-5	
	Student Chromebooks	CTL	CTL J5 Chromebook						469		469	not sure	
	Student Chromebooks	HP	HP Chromebook 11 1100-1199						2		2	4-5	
	Student Chromebooks	Lenovo	Lenovo N21 Chromebook						7		7	0-3	
		Sub-Total - Chromebooks		76	114	62	39	45	548	884			
Apple TV													
	Apple TV	Apple			1			1			2	6+	
		Sub-Total - Apple TV		0	1	0	0	1	0	2			
Security Camera System													
	Storage Device	Truvision	NVR 10S	6							6	?	
	Switches	Intellinet	16 Port POE +	3							3	?	
	Cameras	Truvision	IP Camera	37							37	?	
	Storage Device	Speco				1					1	6+	
	Cameras	Speco				8					8	6+	
		Sub-Total - Security Camera System		46	0	9	0	0	0	55			
		TOTAL		675	200	380	104	196	607	2162			

Appendix B - Managed IT Services List

<u>Managed IT Services</u>
24x7 Monitoring of Servers, Network Infrastructure and Workstations
Direct Access to Engineering & Certified Systems Administrator Resources
24x7 Helpdesk portal, supporting 6 Locations
24x7x365 support access to manage and support business operations (with access to support through onsite resources, web, phone or email)
Unlimited Onsite and Remote Support and Management for Servers, Network Infrastructure, Workstations, MFDs, Printers, Telcom, Security Cameras and USPs.
Scheduled Backup for critical server, site, client data and file restoration
Support and management of Microsoft servers including Hyper V using hardware from multiple vendors
Controlled Patch Management for Servers and Workstations
Delivery and setup of technology assets (e.g. workstations, monitors, mobile devices, tablets, printers, etc.) including imaging management and deployments
Anti-Virus Licensing, Malware Detection and Recovery
Proactive & Scheduled Maintenance Visits
Server and client devices Hardware & Software Inventory Management
Support of G-Suite and other District standard software (see software inventory)
Audio / Video maintenance and troubleshooting for classroom technology
General Workstation maintenance and repair and warranty claim management
Third party vendor management, support and warranty/maintenance tracking
Technology setup and planning for yearly student testing events
Quarterly Business Review Meetings (including budgets and financial projections product and technical consulting)
Monthly Activity Reports - Problem Management and Performance Mgmt.
1 Hour Response to Problem Report
Unlimited Add/Remove/Change of User Accounts and Password Resets
Full asset management for inventory tracking, device performance and lifecycle support (including tools for asset management, trouble ticketing and IP
Firewall Appliance Support for Intrusion Detection and Prevention
Mobile Device Advanced Control Services
Network and workstation security management
New User Orientation to MTCS Technology Environment including User Setup
Development of Online Knowledge Base Specific to MTCS Network
Annual Internal & External Vulnerability Scans with Overview Summary
Follow up process/procedures in the event response is not received from Individual response if requested of

Appendix C - Web Design, Hosting and Management Services

<u>Web design, hosting and management services</u>
24x7x365 support access to manage and support business operations (with access to support through onsite resources, web, phone or email)
24x7 Helpdesk portal, supporting 6 Locations
Internet hosting and monitoring of District Website
Manage website domain registration, renewals and SSL support for all sites
Manage web server maintenance for all sites
Manage CMS, database, plugin and site maintenance (patching, updates, firewall)
Design changes to website when needed
Multi-site web support for 7 individual WordPress District sites
Social Media account creation, design, monitoring and response when needed
Social media support with multiple instances of Facebook, Twitter Google, Google Analytics Management with Google Tag Manager Business and YouTube
Google ad and Facebook ad campaign build and coordination with marketing goals
Site development, such as adding chat functions, etc. per marketing goals
Blogs and news creation, posting to social media channels
Secure website hosting for sites
Unlimited storage, landing page creation, redesigns and sub-sites
E-commerce maintenance and support (including online registration)
Manage site backups
Maintaining and monitoring of 508 compliances for all sites as required
User Experience Design and creation
Pay Per Click Ad creation and monitoring
API and Software Integration
Backend Training for administrators and users
General Search Engine Optimization
Provide creative and technical consulting
Development of technical documentation as required
Provide onsite meetings and support as required
Support Leadership on budgets and financial projections
Maintenance for web edits, file handling, content management & SEO meta tags
Web resource dedicated to all Web related incidents and projects with backup support for high volumes and PTO fulfillment
Training for various staff on website entry and new features
Online guides and resource creation, to coordinate with marketing strategies and external campaigns
Web related resource project management and consulting

Appendix D - Questions

1. Does your proposal assume support for only specific manufacturer's equipment for client devices, servers, and network equipment? If yes, please list.
2. Does your proposal include tools for monitoring IP addressable devices - workstations, servers, network equipment? Specifically, how would you propose to monitor Chromeboxes and Chromebooks?
3. Does your proposal include providing a software agent for workstations and servers?
4. How familiar is your staff with administering and supporting G Suite for Education?
5. Does your proposal include a client portal available for reporting problem, obtaining status on resolution? Access to monitoring tools and performance data?
6. Are these tools accessible by District staff?
7. How often do you propose to meet with District to review service level provided along with associated summary reports? Please include sample reports.
8. Do you perform ticket/problem report analysis to determine patterns of failure and root cause analysis?
9. In your proposal to provide the back up of data - does this include only server data? client data? or both?
10. How often do you propose to schedule the back up of data?
11. Do you keep a current image of software for client devices, servers and network equipment configuration?
12. Does the District have to purchase equipment and software through you or can they continue to purchase equipment and software through their preferred vendor?
13. For solutions that has a District employed support personnel, do you provide training in the use of your tools?
14. Please list the name of tools that you will be using to support the environment.
15. Do you have staff resources that are proficient or experienced in the equipment and software the District has listed in Appendix A? If not, how do you intend to support these equipment and software.
16. What experience do you have in Audio / Video maintenance and troubleshooting for classroom technology?
17. What experience do you have in Telcom system support, maintenance and troubleshooting?
18. What experience do you have in surveillance system and security camera support, maintenance and troubleshooting?
19. What experience do you have in Web Design, Hosting and Management Services? Please describe.
20. What experience do you have in providing Technology Leadership for school districts? Please describe.
21. What experience do you have in providing Instructional Technology and Curriculum Integration for school districts? Please describe.
22. If you plan to use third party contractors to deliver some of the services, what percentage of the solution cost will be provided by third parties.
23. Please provide the names of third party contractors if you plan to use them.