



SECTION 1 - INVITATION TO RESPOND

Shelby Eastern Schools, also referred to as “SES”, is pleased to ask for your Response to this Request for Proposal to provide Technology Support Services as outlined herein.

Proposals shall be delivered in a sealed envelope plainly labeled to indicate the following:

Addressed to: Shelby Eastern Schools
 2451 E. 600 North
 Shelbyville, IN 46176
 Attention: Managed Services - Technology Support Services Proposal

The name and return address of the Respondent shall also be included

Due Date / Time: February 19, 2019 1:00 p.m. local time

All Proposals shall be in full compliance with the RFP Manual.

Shelby Eastern Schools expects to award the Contract for the services by March 10, 2019. The school corporation has the right to accept or reject any Proposal, and to waive any informalities or errors.

The Contract to which the Owner shall be a party will contain a provision prohibiting the other party to the Contract, and their Subcontractors, from engaging in any employment practice that constitutes a discrimination against a person because of the person’s race, color, sex, religion, national origin or ancestry.

PROJECT OVERVIEW

1. Technology Support Services overview:
 - a. Provide remote and on-site support for the district’s technology systems, including but not limited to email system, servers, storage area networks, desktop/ laptop computers, tablets, projectors and interactive smartboards.
 - b. Provide trouble ticket system to be used by staff to report incidents and request assistance.
 - c. During normal school operating hours provide a “live” help desk that can respond to calls and /or tickets generated by staff.
 - d. Provide two (2) on site resources that can work directly on equipment, software and with staff. One Network Engineer and one Technology Director. These resources will be utilized to complete project work when not engaged in working on help desk tickets.
 - e. Provide day to day technical direction for existing SES technical staff/resources, as well as work with other members of administration. (Technology Director)
 - f. Provide 24 x 7 monitoring of critical equipment and infrastructure.



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- g. Ensure successful backups exist of the districts electronic data.
 - h. Provide support for and maintain computer software, including all requirements for on line testing such as ECA, NWEA and ISTEP/ILEARN.
 - i. Train end users of use of help desk ticketing system.
 - j. Assist in training end users in use of other basic software such as Windows and Apple IPAD operating systems. In addition to the use of productivity packages such as Microsoft Office.
 - k. Reporting
 - i. Customer Satisfaction Survey results
 - ii. Help desk ticket resolution summary
 - l. Maintain documentation on all Technology systems included in the contract
 - i. Asset inventory
 - ii. Software Licenses
 - iii. Network connectivity
 - m. Detailed requirements can be found in Sections 2 and 3 of the RFP.
 - n. Term of contract will be one (1) year with option to extend contract for an additional time period. Anticipated Contract Start date is July, 2019.
2. Locations included in this bid are:
- a. Morristown High School (also referred to as MHS)
 - i. 223 S. Patterson St., Morristown, IN 46161
 - b. Morristown Elementary School (also referred to as MES)
 - i. 307 W. Main St., Morristown, IN 46161
 - c. Waldron High School (also referred to as WHS)
 - i. 102 N. East St., Waldron, IN 46182
 - d. Waldron Elementary School (also referred to as WES)
 - i. 306 S. East St., Waldron, IN 46182
 - e. Shelby Eastern Administrative Office – 2451 N. 600 East, Shelbyville, IN 46176
3. Total Student Enrollment for 2019 – 2020 is approximately 1120.
4. Professional Staff count is approximately 120.
5. The current number of network connected devices is approximately 2200.

RESPONSE REQUIRMENTS AND FORMAT

1. Proposal responses should include fully executed copies of the forms provided in Section 2, “Response Form”. Respondent shall provide any additional information that clarifies their response or conveys other information for consideration.



2. Respondents may offer voluntary alternates for services for consideration as long as they respond completely to the required scope of work. Respondents may also provide information on any equipment maintenance and warranty programs offered. This information will be evaluated and may be used to determine what represents the best overall value to Shelby Eastern Schools.
3. Proposals should be as succinct as possible while providing an accurate picture of the contractor's ability to meet the needs of Shelby Eastern Schools in a thorough, accurate, responsive and cost effective manner. The Contractor must describe your understanding of the services covered by this RFP. Please provide information, regarding your approach and methodology to the scope of work.
4. Include the following Items with your response:
 - a. Sample Certificate of Insurance (showing coverage limits)
 - b. References: A minimum of three (3) reference accounts at which similar work is being performed by the Respondent within the last four years. The list shall include contact names and telephone numbers for each.
 - c. Staff Resumes
 - d. Sample Help Desk Ticket Report
5. Submit paper copies of Section 2 - "Proposal Response Form" any other information may be submitted in electronic format (i.e. Compact Disc). Complete electronic copies of response may also be submitted (in addition to the originals) to the following e-mail address: revans@ses.k12.in.us

CONSIDERATION AND EVALUTION OF RESPONSES

1. Proposals may be held for a period of ninety (60) days before acceptance. No Respondent may withdraw a Proposal within ninety (60) days after actual opening. Shelby Eastern Schools may decide to award one, multiple or no contracts.
2. Shelby Eastern Schools also reserves the right to reject the Response from an entity who has previously failed to perform properly or to complete Work of a similar nature on time, who is not in a position to perform the Work of the Contract, or who has habitually and without just cause neglected the payment of bills or otherwise disregarded obligations to subcontractors, suppliers, material fabricators and/or employees.
3. As a condition of acceptance and in order to fully establish the Respondents qualifications, Shelby Eastern Schools may, with full cooperation of the Respondent, contact and/or visit other clients listed as references. Specified visits and discussion shall be arranged through the Respondent.



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4. Shelby Eastern Schools may, at his discretion and at no fee to the Shelby Eastern Schools, invite any Respondent to appear for questioning during response evaluation for the purpose of clarifying statements in the response.
 5. The form of agreement will be a mutually agreeable contract with the RFP documents included as reference.
 6. The Respondent Proposals will be evaluated based on the following criteria:
 - a. Proposed Costs of services.
 - b. All required documentation included with response.
 - c. Acceptable responses to any questions listed.
 - d. Qualifications of Staff.
 - e. Maintenance, diagnostic and service capabilities.
 - f. Past performance and review of references.

CONTRADICTIONS, DISCREPANCIES, OR CONFLICTS

1. If during the response period the Respondent discovers a contradiction, discrepancy, or conflict of information within any Section of this documentation; the contradiction, discrepancy, or conflicting information shall be called to the attention of the Shelby Eastern Schools in writing.

SCHEDULE of EVENTS

The following schedule is anticipated:

Request for proposal documents issued	January 18, 2019
Questions Submitted	January 21 - February 8, 2019
Addendum/Questions Answered (if necessary)	February 11, 2019
Response due	February 19, 2019, 1:00PM
Bid Awarded	March 10, 2019
Contract Start Date	July 1, 2019

Thank you for your interest, please contact Dr. Robert Evans, Superintendent, via e-mail at revans@ses.k12.in.us or phone at 765-544-2246, with any questions.



END OF SECTION 1

SECTION 2 - PROPOSAL RESPONSE FORM

To: Shelby Eastern Schools

From (Respondent): _____

Address: _____

Telephone No. (_____) _____

Date: _____

The undersigned, having examined and become fully cognizant of all the RFP Documents including any Addenda issued thereto, hereby agrees to furnish all labor, materials, equipment, and incidentals required to conform with the intent of the RFP Documents.

Pursuant to these requirements, the undersigned submits the following pricing, which includes all costs of goods and services, including but not limited to, overhead, and profit and agrees to the terms and conditions set forth in the RFP Documents unless otherwise stated with Response.

Documentation Check List:

- _____ Bid Response Form
- _____ Detailed Proposal
- _____ Conformation of compliance with all general conditions and technical requirements

Addenda: Receipt of Addenda issued to the Original Bid Document is hereby acknowledged: (if applicable)

Addenda Nos. _____

Base Services

Item	Description	Total
Annual Cost Option	Services as described in Section 4	\$



Unit pricing for any and all foreseeable contractor expenses that may be incurred by SES outside of the bid response:

Unit Price One

Item	Description	Total
Labor Hourly Rate	Level One Technician / Engineer	\$

Unit Price Two

Item	Description	Total
Labor Hourly Rate	Level Two Technician / Engineer	\$

Unit Price Three

Item	Description	Total
Labor Hourly Rate	Level Three Technician / Engineer	\$

IN TESTIMONY WHEREOF, the Respondent has hereunto set their hands this day of _____, 2019.

Name of Firm: _____

By: _____

By: _____

Subscribed and Sworn to before me by this _____, 2019.

My commission expires: _____

END OF SECTION 2



SECTION 3- GENERAL CONDITIONS

1.01 GENERAL

- A. In your Proposal acknowledge and state conformance with all items listed in this section.

1.02 CONTRACT TERMS AND CONDITIONS

A. Form of Agreement

1. The form of agreement will be a mutually agreeable contract between the Contractor and Shelby Eastern Schools (SES). It will incorporate the scope of work as outlined in the RFP and the description of services from the Respondents proposal. The contract will include a Service Level Agreement (SLA).

B. Length of Contract

1. Length of Contract will be one year with option to renew for additional years as noted below. The school district reserves the right for early termination with 30 days written notice. The Contract shall be effective from the date it is signed by the last of the parties, and its terms shall extend until June 30, 2017 unless it is: 1) terminated earlier pursuant to section D; or 2) amended pursuant to section L. SES and the Contractor may, by mutual agreement, renew this Agreement on an annual basis for a period not to exceed three (3) years.

C. Payment Terms

1. Invoices may be submitted once a month for services rendered. All invoices are submitted to the school corporation for processing. Invoices are normally paid within two (2) days after school board approval.
2. Shelby Eastern Schools reserves the right to withhold payments for lack of performance i.e. failure to meet SLA.

D. Termination

1. Termination. The Contract may be terminated by SES thereto upon written notice delivered to the Contractor at least thirty (30) days prior to the intended date of termination. By such termination, neither party may nullify obligations or liabilities



already incurred for performance or for failure to perform prior to the date of termination.

E. Records and Audits

1. The Contractor shall maintain detailed time records that indicate the date, time and nature of services rendered. These records shall be subject to inspection by the SES. SES shall have the right to audit billings both before and after payment.

F. Release

1. The Contractor shall, upon final payment of the amount due under the Contract, release the SES and its employees from all liabilities, claims and obligations whatsoever arising from or under the Contract. The Contractor agrees not to purport to bind SES to any obligation not assumed in the Contract unless the Contractor has express written authority from the SES to do so, and then only within the strict limits of that authority.

G. Confidentiality

1. Confidentiality. Any information provided to or developed by the Contractor in the performance of the Contract shall be kept confidential and shall not be made available to any individual or organization without the prior written approval of SES.

H. Employment Practices / Equal Opportunity

1. The Contractor shall agree to abide by all federal and state laws pertaining to equal employment opportunity. In accordance with all such laws, the Contractor shall agree to assure that no person in the United States shall, on the grounds of race, color, national origin, sex, sexual preference, age or handicap, be excluded from employment with or participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity performed under the Contract. If the Contractor is found to be not in compliance with these requirements during the life of the Contract, the Contractor shall agree to take appropriate steps to correct these deficiencies.

I. Sub-Contracting

1. The Contractor shall not subcontract any portion of the services to be performed under the Contract without the prior written approval of SES.

J. Assignment



Shelby Eastern Schools
2451 E. 600 North
Shelbyville, IN 46176
SES – 2019IT

1. The Contractor shall not assign or transfer any interest in the Contract or assign any claims for money due or to become due under the Contract without the prior written approval of the SES.

K. Status of Contractor



- 1. The Contractor and the Contractor's agents and employees are independent contractors performing professional services for SES and are not employees of the school district. The Contractor and the Contractor's agents and employees shall not accrue leave, retirement, insurance, bonding, or any other benefits afforded to employees of SES by virtue of the Contract.

L. Amendment Procedures

- 1. Amendment. The Contract shall not be altered, changed or amended except by an instrument in writing executed by the parties.

1.03 COMMENCEMENT OF WORK

A. Prior to the commencement of work the following requirements must be met:

- 1. Certification of background checks having been run on all contractor staff that will perform duties on school grounds.
- 2. W-9
- 3. Certificate of Insurance.
- 4. Emergency contact information.

1.04 INSURANCE

- 1. The successful respondent shall provide proof of having the following insurance coverage in amounts listed below:

a.	Commercial General Liability		
	(1) Each Occurrence	\$1,000,000.00	
	(2) General Aggregate	\$1,000,000.00	
	(3) Products – Comp./Op. Aggregate	\$1,000,000.00	
	(4) Personal and Adv. Inquiry	\$1,000,000.00	(5)
	Fire Damage (Any one fire)	\$ 50,000.00	
	(6) Medical Expense (Any one person)	\$ 5,000.00	
b.	Automobile Liability (Owned, Non-owned, and Hired)		
	(1) Combined Single Limit	\$1,000,000.00	
c.	Workers' Compensation and Employers' Liability		
	(1) Each Accident	\$ 500,000.00	
	(2) Each Disease – Policy Limit	\$ 500,000.00	
	(3) Disease – Each Employee	\$ 500,000.00	
d.	Excess Liability (Umbrella Form)		
	(1) Each Occurrence	\$5,000,000.00	



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- (2) Aggregate \$5,000,000.00
- e. SES does NOT insure any equipment, or tools owned or rented by the Contractor or its subcontractors
- f. The Respondent assumes full and exclusive responsibility and agrees to indemnify and hold the SES harmless against any and all consequences arising from the Bidder's violation of regulations governing the work of this Project, including payment of any fines, penalties, and/or interest assessed in connection therewith, court costs and all attorney fees that are incurred by the SES related thereto.

END OF SECTION 3



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SECTION 4 – TECHNICAL REQUIREMENTS

PART 1 – GENERAL

1.01 SUMMARY OF WORK

- A. Base Pricing – Annual price for the following:
 - 1. Professional Services as described in Section 2 and 3 below.
- B. Unit Pricing - Provide the following unit prices for any and all foreseeable contractor expenses that may be incurred by SES outside of the bid response:
 - 1. Service labor hourly rate – Level One Technician / Engineer
 - 2. Service labor hourly rate - Level Two Technician / Engineer
 - 3. Service labor hourly rate - Level Three Technician / Engineer
- C. In your Proposal acknowledge and state conformance with all items listed in this section.

1.02 QUALIFICATIONS

- A. Provide a list of key staff that you propose to utilize to fulfill this contract. Provide resumes for such personnel with response for evaluation.
- B. General expertise required
 - 1. Knowledge of advanced computer hardware
 - 2. Experience with desktop and server operating systems
 - 3. Application support experience
 - 4. Working knowledge of a range of diagnostic utilities
 - 5. Exceptional written and oral communication skills.
 - 6. Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
 - 7. Strong documentation skills.
 - 8. Proficient with installation and troubleshooting of PC hardware, PC laptops, Windows 7,8, 10, Microsoft Office 2007, 2010, 2013 and 2016 and Apple iPads.
 - 9. Technician(s) shall be assigned to the district and must be familiar with all aspects the schools technology systems and infrastructure



C. General Certifications

1. CompTia
 - a. A+
 - b. Network +
 - c. Security+
 - d. Project+

2. Equivalent training, certifications and documented experience is acceptable. D.
Vendor specific experience / certification requirements.
 1. Microsoft
 - a. Microsoft Server 2008 – 2016
 - b. Microsoft Windows 7,8 and 10
 2. Apple
 - a. IPAD / IOS
 3. VMware
 - a. vSphere / vCenter
 4. Other Applications / Equipment
 - a. FortiGate
 - b. PowerSchool
 - c. Komputrol
 - d. Avaya Phone System
 - e. Google Apps for Education
 - f. Cisco
 - g. Linux
 - h. Ubiquiti
 - i. WSUS

1.03 SECURITY AND BACKGROUND CHECKS

- A. Due to the sensitive nature of the information that the Contractor's staff will be supporting, a background check shall be performed on all personnel and employees who are assigned to work on this contract. The contractor shall not assign anyone to work on this contract and shall immediately remove from work on this contract anyone who has been convicted within the past seven years of any felony or who is currently under arrest warrant. Any exceptions to this policy must be approved in writing by SES representatives.

- B. The background check must be returned in a favorable status prior to the Contractor's staff commencing work on this contract. The cost of the background check will be paid directly



by the Contractor. The background check must be performed by a school district approved provider.

PART 2 - DETAILED SCOPE OF WORK

2.01 SYSTEMS INCLUDED IN SCOPE OF CONTRACT

- A. PC Systems Support (~300 desktops and ~1,400 laptops/Chromebooks/HP tablets)
 - 1. Develop and maintain PC images for each hardware platform
 - 2. Image systems as needed.
 - 3. Remove unwanted software, viruses, mal-ware, spy-ware, etc. as necessary
 - 4. Troubleshoot hardware component failures of individual systems
 - 5. Monitor and manage WSUS server to ensure Windows updates
 - 6. Manage the distribution of Adobe Flash, Adobe Air, Java etc. via Group Policy
 - 7. Ensure client installation and readiness for all assessment platforms (Acuity, ECA, ISTEP, IREAD+, etc.)
 - 8. Maintain / troubleshoot iPads (~150)
 - 9. Ensure Chromebooks are displayed in the Google Administration Console
 - 10. Wipe and reload Chromebooks as needed
 - 11. Repair desktop, laptop and Chromebook systems as needed, (i.e. replace broken screens, keyboards, failed hard drives, etc).

- B. End-user Support
 - 1. Powerschool (PS)
 - a. Manage PS accounts
 - b. Scheduling issues
 - c. Gradebook calculation issues
 - d. Modification which require direct DB access
 - e. Troubleshoot parent and student access issues
 - f. Open Pearson support tickets as necessary
 - g. Maintain existing system integrations / create new as needed
 - h. Update State Reporting bi-weekly
 - i. Maintain PowerSchool test server for upgrade testing purposes
 - j. Upgrade PowerSchool to newly released versions as needed
 - 2. DOE Application Center
 - a. Account management
 - b. Troubleshoot uploads of state reports
 - 3. Learning Connection – manage accounts and permissions
 - 4. MealsPlus (Cafeteria Software)
 - a. Troubleshoot workstation POS terminals and connectivity issues
 - b. Troubleshoot pinpads



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- c. Troubleshoot issues with integration with PowerSchool
 - d. Assist with account balance issues
 - e. Assist with account mergers and K12PaymentCenter issues
 - f. Open MealsPlus support tickets as necessary
 5. Destiny
 - a. Add/remove users as needed
 - b. Upgrade Destiny software as needed
 - c. Troubleshoot barcode scanners as needed
 - d. Contact Follett for software support issues
 6. AlioCa\$h
 - a. Add and remove accounts as needed
 - b. Ensure proper integration with PowerSchool
 7. My Reading Coach Platinum
 8. K-TIME
 - a. Maintain and troubleshoot clocking stations
 - b. Maintain, troubleshoot and repair finger print scanners
 9. Komputrol
 - a. Manage accounts
 - b. Configure printers
 - c. Manage security access to server and shares
 - d. Work with Boyce Systems for support as needed
 10. Niagara (FX60) HVAC Mgmt
 - a. Configure accounts
 - b. Setup system alerts – text and e-mail
 - c. Assist vendor/maintenance as needed with network related issues
 11. School Messenger
 - a. Ensure integration between SM and PowerSchool is active
 - b. Manually add/remove accounts as needed
 - c. Send mass communications via SM to staff/parents for school delays and closings as needed
 12. Google Apps for Education
 - a. Maintain/troubleshoot Google Apps Suite, (i.e. Gmail, Google Drive, Classroom, etc.)
 - b. Add/remove/audit users as needed
 13. SchoolMint (Online Registration)
 - a. Assist parents/staff as needed with registration
 - b. Ensure integration with PowerSchool is working properly
 - c. Update grade level fees
 - d. Update registration packets as needed
 14. eLearning
 - a. Provide support during eLearning days



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- b. Act as consultant for administration in concerns with equipment/software needed and used during an eLearning day
 - c. Ensure information on the district website concerning eLearning days is fresh and updated as needed
15. Support for other apps, examples: Acuity, Renaissance Place, & School Messenger
- C. Server Management (~35 Windows and ~5 Linux)
1. Review security logs and available resources
 2. Perform Windows Updates
 3. Perform Linux Updates
 4. Upgrade server operating systems
 5. Maintain on premise software and install all necessary updates
 6. Manage Active Directory
 - a. Add / Remove / Suspend Accounts
 - b. Ensure AD roles and synchronization health
 - c. Manage AD integrations to other systems via LDAP
 - d. Upgrade AD schema
 - e. Maintain and make improvements to Group Policy
 7. Troubleshoot existing AD integrations / setup new integrations as needed
 8. Maintain and renew security certificate (Powerschool)
 9. Maintain anti-virus (Forticlient) management server
 10. Maintain and upgrade VMware ESXi servers (2 x version 6.0)
 11. Maintain SAN
 - a. Ensure RAID is working properly
 - b. Ensure disk drives are functioning as normal
 - c. Ensure enough free space is available on the drives/RAIDs
 12. Network Storage
 - a. Windows servers acting as NASs (3)
 - b. Ensure enough drive space is available
 - c. Ensure servers are receiving backups as they should
 - d. Test backup protocols
 - e. Upgrade storage as needed
 - f. Archive old backup files
- D. Phone System support (Avaya IP Office 500 V2 – 2 systems)
1. Change phone account display names
 2. Reset voicemail passwords
 3. Setup / change hunt groups
 4. Configure auto-attendants
 5. Troubleshoot individual phone connection issues – digital, VoIP, & analog (Avaya phone models are 1408, 1416, 1608 and 1616. ~190 phones in total.)



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- E. Management (Typically performed by Technology Director)
1. Asset acquisition, tracking, recycling & project management
 2. Responsible for obtaining the necessary quotes for all purchases
 3. Generate requisitions
 4. Inventory all non-consumable asset purchases
 5. Track volume usage and order consumables
 6. Organize recycling rounds
 7. Create RFQ/RFP for all larger-scale IT projects to allow for bidding
 8. Generate IDOE State Technology Plan annually
 9. Attend meetings and provide consultation as required by the SES Administration
 10. Attend monthly School Board meetings and present technology updates
 11. Attend monthly Teachers' Association meetings and present technology updates
 12. Technology staff management
 - a. Conduct reviews with technology staff
 - b. Provide mentorship and counseling as needed
 - c. Record/approve/reject all requested vacation/personal days
 - d. Provide coverage where needed for vacation/personal/sick days
 - e. Approve timecards for hourly employees bi-weekly for payroll
 13. Research and implement new technology solutions to benefit the district/students/staff
 14. Communicate with parents, community members and local media (i.e. Newspaper) as needed
 15. Website
 - a. Update information on SES website as needed
 - b. Add/remove staff pictures/information
 - c. Create new pages as needed
 16. Social Media
 - a. Add pictures and information to the SES Facebook page as requested by the superintendent
 17. Student laptop breakage
 - a. Document all student laptop breakage – determine if accidental or system failure
 - b. Send breakage reports to building treasurers for fee collection where applicable
 18. Policies and Procedure
 - a. Maintain departmental policies and procedures
 - b. Edit/update/add as needed
 19. Student Technician Program
 - a. Develop content/curriculum for students in the program
 - b. Acquire needed materials for projects



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- c. Work with building administration with any projects that might involve the school building itself
 - d. Provide grades for students in the program
 - e. Mentor/counsel students as needed
- F. Database Management – make corrections to data, upgrade, and ensure stability/health
1. My Reaching Coach Platinum (MySQL)
 2. AlioCa\$h (MS-SQL)
 3. MealsPlus (multiple MS-SQL)
 4. Powerschool (Oracle)
- G. Data Electronics & Logical Infrastructure Management
1. Program / troubleshoot and deploy new switches (~60 managed switches)
 - a. Cisco core switches (2 x 3550)
 - b. Cisco 2960 series w/ and w/out PoE
 - c. Few older 2900XL series
 - d. Dell PowerConnect 3548P series
 - e. 3 Unmanaged 8 port PoE switches in the concession stands and bus barns
 2. Fortigate UTM (Firewall and Content Filter)
 - a. Maintain access lists for allowed and denied sites
 - b. Block/allow sites as needed for students, teachers and staff
 - c. Ensure proper communication between Fortigate and Forticlient (antivirus) for all Windows devices
 - d. Upgrade monthly as required and recommended
 - e. Ensure all detected threats are dealt with in a timely and appropriate manner
 3. Monitor network traffic performance
 - a. Maintain and monitor SNMP traffic graphs of all inter-switch and inter-closet connections
 - b. Monitor CPU and RAM performance of managed switches and report issues
 - c. Identify and resolve rogue traffic and bottle-necks
 - d. Maintain SNMP software
 - e. Maintain and receive SNMP email and text alerts for hardware performance issues.
 4. Configure logical policy routing (Firewall)
 5. Maintain Wireless Infrastructure – Aruba wireless controllers (2) and APs (~150)
 - a. Change Guest network passwords
 - b. Configure / troubleshoot client and user access to 802.1x SSID
 - c. Ensure LDAP and RADIUS are working correctly
 - d. Ensure appropriate filtering is taking place for the appropriate SSIDs
 - e. Setup PSK SSIDs as needed
 - f. Troubleshoot wireless client connectivity issues



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- g. Update wireless controllers as needed
 - h. Bus barns and outdoor concession stands are equipped with Ubiquiti access points. Long range APs connect remote buildings via P2P
 6. Maintain VLANs and associated subnets (28)
 - a. DHCP & DNS
 - b. Routing
 - c. Internet access
 - d. Switch port assignments
 7. Printers/Copiers (IP)
 - a. Share permissions, connections, & supplies (toner, drums, fusers, transfer belts, etc.)
 - b. Maintain documentation of monthly user copier usages
 - c. Maintain scan to email function – Add/remove users as needed
 - d. Work with Xerox support with any issues that may arise
 8. Peripheral support, troubleshoot connections, cables, supplies and software
 - a. Projectors: connections, cables, and bulbs
 - b. Plain paper document cams (Elmo and IPEVO), connections & cables
 - c. Mobi & Interwrite Express software
 - d. Clicker-response systems
 - e. Sharp Smartboards (~20)
 9. Cafetorium sound/lights
 - a. Troubleshoot issues with lights, speakers, mixers, microphones, amplifiers, etc
 - b. Recommend solutions for advanced lighting and sound technologies
 - c. Replace and repair equipment as needed
 10. Gym PA and Lights
 - a. Troubleshoot 4 gym PA systems
 - b. Repair and replace equipment as needed
 - c. Recommend solutions for advanced lighting and sound technologies
 11. Building PA system
 - a. Troubleshoot issues with building PA systems including mixers, amplifiers, cabling, classroom speakers, phones (used for announcements)
 - b. Repair and replace equipment as needed

H. Physical Infrastructure

1. Troubleshoot Cat5/5e/6 wiring connections for network, phone, and HVAC
2. Run new cable connections as needed
 - a. Splice/punch down/terminate as needed
3. Maintain existing inter-closet connections (multi-mode 65 micron fiber)
4. Maintain / troubleshoot single-mode fiber WAN links (2)



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5. Maintain / troubleshoot PRI phone circuit at MHS.
 6. Maintain / troubleshoot Centrex lines at WHS.
 7. Maintain / troubleshoot POTS lines used at all four building for fire alarms
 8. Maintain / troubleshoot NineStar internet connection at MHS (600/600)
 9. Maintain / troubleshoot Windstream internet connection at WHS (600/600)
- I. Backups / Disaster Recovery and Prevention
1. Configure and review backups of all servers, managed data electronics, etc.
 2. Develop and test recovery plans for foreseeable failures
 3. Maintain standards of fault-tolerance/redundancy on server components and spares for key data electronic and modular components.
 4. Maintain Disaster Recovery Plan and update as needed
- J. Provide E-rate filing services and recommendations to improve funding
- K. Security / Remote Access
1. Ensure security of network by means of firewall and server logs review
 2. Maintain VPN connections for outside access (SES Personnel, Maintenance HVAC access, and vendors such as Conserv)
 3. Track down all unauthorized access and rogue devices – both inside and outside SES physical premises
 4. IP Security Cameras
 - a. Ensure proper operation of all IP cameras and camera servers (Exaqvision and Ubiquiti)
 - b. Troubleshoot camera connections and configuration as needed
 - c. Install Exaqvision client and configure client access
 - d. Export video to preserve record of key events
 - e. Maintain backup of core Exaqvision and Ubiquiti installations for disaster recovery
 - f. Provide Emergency Dispatch/local sheriff's department remote access to district's camera systems
 - g. Ensure that cameras up properly working and displaying as needed
 5. Automated door lock management system (AI Phone)
 - a. Ensure door unlock feature works on the AI Phones
 - b. Move phones and connections as requested
 - c. Troubleshoot door lock issues
 6. Door access control (Brivo)
 - a. Ensure exterior door locks are working properly (~47 district wide)
 - b. Ensure Brivo server is updated and working correctly
 - c. Test RFID readers and replace/repair as needed



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- d. Add/remove users as needed
 7. Door sensors
 - a. Ensure door sensors are working properly
 - b. Replace/repair sensors as needed
 - c. Ensure email/text alerts are working properly
 - d. Maintain documentation
 8. Panic Button (Rave Mobile Security)
 - a. Add/remove users as needed
 - b. Work with Emergency Dispatch/local sheriff's department to ensure application is reporting correctly
 - c. Provide user training as needed
 - L. Students
 1. Maintain Bark and Securly for device and email monitoring
 - a. Maintain email/text alerts
 - b. Review alerts and forward to the appropriate personnel as needed
 2. Maintain Bullying App on SES website
 - a. Ensure app is working properly
 - b. Review submissions as they come in and forward to the appropriate personnel as needed
 3. Hotlines
 - a. Ensure self-harm/bullying hotlines are working properly
 4. Student Technicians
 - a. Supervise student technicians assigned per building
 - b. Teach student technicians the fundamentals in repairing computing devices and basic network equipment as issues arise
 - c. Lead projects developed for the technicians to ensure a fundamental learning environment
 5. Robotics
 - a. Serve as robotics team mentor
 - b. Coordinate fundraisers as needed
 - c. Lead weekly team meetings
 - d. Research, facilitate and transport students to area robotics competitions
 - e. Work with business sponsors
 6. Graduation Streaming
 - a. Stream yearly senior graduation to YouTube
 - b. Monitor stream during live event and troubleshoot as needed
 - c. Ensure equipment is properly set up prior to events



2.02 COMMUNICATION AND CONTRACT MANAGEMENT

- A. Provide a central contact that will be responsible for management and fulfillment of the contract and related obligations.

2.03 TECHNOLOGY SYSTEMS ASSESSMENT AND ADVISEMENT

- A. Within the first 3 months of the contract perform an overall assessment of the districts technology systems and procedures. Assess each school buildings specific technology implementation, and review current technology plans.
- B. Report findings and make recommendations so they may be incorporated in future technology planning. Recommendations shall include:
 - 1. Updates on policies and procedures
 - 2. Technology deployment and use

2.04 ENTERPRISE MONITORING

- A. Provide 24/7 monitoring of critical technology infrastructure. This would include data services (circuits), servers and data storage devices. At a minimum monitor the following items:
 - 1. Device utilization, health and status (on line / off line)
 - 2. OS updates and application patch status
 - 3. Back-up status
- B. Provide information on the system used for this monitoring and examples of notifications and reporting.

2.05 PROACTIVE SUPPORT

- A. Patch Management, assure all critical patches are applied in a timely manner
- B. Maintain Anti-Virus, assure all devices have up to date definition.
- C. Routine hardware maintenance.
- D. Spam and Internet filters, assure the school district is maintains CIPA compliance. Assist with whitelist / black list updates as requested.
- E. Back-up of all important district data.



2.06 HELP / SERVICE DESK

- A. Provide a complete service desk system with ticket management and reporting. Provide customized support email or customer portal. In your response provide sample of your ticket system interface and reporting.
- B. Perform equipment break fix, “moves, adds and changes” and installation of new equipment.
- C. Provide support for software applications.
- D. Provide diagnostic basic support for printers (i.e. paper jams, print queue and connection issues). Repair of printers is not in the scope of the contract. Once the issue is diagnosed and confirmed that printer needs services then issue shall be forwarded to the responsible contractor.

2.07 DOCUMENTATION AND CHANGE MANAGEMENT

- A. Maintain asset inventory and documentation on all technology systems that are being supported, both hardware and software. Asset records shall include manufacture, model, serial number, date of purchase and approximate value.
 - 1. Assist owner with assuring that technology assets have an approved inventory tag / label. This would include items such as, computers, monitors, laptops, tablets, printers, projectors, document cameras, etc.
 - 2. Maintain network diagrams
- B. Maintain encrypted database and/or file with copies of all users names and passwords required for administrative access to the owner’s equipment and access to any service accounts. This is to be maintained and shared with authorized staff members of GJCS.
- C. Maintain copies of all licensed software and required software license keys.
- D. Assist in maintaining a database of all equipment warranty and support agreements. The information shall include documenting terms and conditions as well as start and end dates.



2.08 ON SITE TECHNOLOGY SUPPORT SPECIALIST

- A. Provide two (2) full time technicians. Normal hours will be 8:00am to 4:00pm Monday through Friday, while classes are in session. When classes are not in session work schedule may be adjusted with approval of SES. These positions shall be staffed year around (except holidays).

- B. Technicians primary duties include but are not limited to the following:
 - 1. Assist in resolving service requests (help desk tickets).
 - 2. Maintaining and manage all technology infrastructure and devices included in contract.
 - 3. Work directly with SES staff when necessary to resolve issues or to provide guidance on general use of technology.
 - 4. Be responsible for set-up, pre-testing and tear down of all devices and software used for student academic testing including ECA, ISTEP and any other locally adopted on-line testing programs. Work closely with and take direction from the school corporation's test coordinators and work within established guidelines for testing technology preparation.
 - 5. Deploy new equipment and/or applications as requested by authorized SES staff.
 - 6. Develop and deploy new computer images when necessary.
 - 7. Technicians will be utilized to complete other technology related project work when not engaged in the activities listed above.

2.09 EMERGENCY SERVICE

- A. Does the Contractor offer 24 hour per day, 7 day a week emergency service and/or support?

If so is there a number that can be used to request service or support?

- B. Include a brief description of your service offerings in your response.

PART 3 - EXECUTION

3.01 SUPPORT LEVELS

- A. Level definitions listed below.



1. Level 1 - Identification of incidents, first point of contact; diagnosis, escalation and resolution based on documented processes and procedures. Helpdesk Ticket Management, Remote Support and Monitoring, incident may be resolved remotely or onsite.
2. Level 2 - First point of escalation provides guidance and instructions to Level 1 support to diagnose and resolve. Take ownership of incidents where subject matter expertise and experience is required for diagnosis. Incident may be resolved remotely or onsite.
3. Level 3 – Final escalation point when incident cannot be resolved by the previous support teams. Incident may be resolved remotely or onsite.

3.02 INCIDENT LEVELS

- A. The support contractors will assign the correct priority level to the reported incident i.e., critical, high, medium, or low (defined below):
 1. High: Complete failure of production servers, service, software, equipment or business critical system(s) preventing the operation of key business applications or seriously impacting normal business operations. The incident affects either a group or groups of people or a single individual performing a critical business function. No work around is available and the outage has a very high business impact.
 2. Medium: Partial or substantial IT service, system, or component failure causing impacts to the district's ability to operate significant business processes or applications. Business operations are severely disrupted or limited. No work around is available. This constitutes a high business impact.
 3. Low: Component or single user failure not affecting the district or user's ability to operate significant business operations. Reasonable work around or manual processes are available.

3.03 INCIDENT RESPONSE AND NOTIFICATIONS

- A. High and Medium priority incidents require that SES representatives are notified within an hour and three hours respectively. Notification and management procedures will include email and conference bridges comprised of the required support personnel to resolve the issues identified. See Table below for details on response and reporting. B. Response and Reporting requirements.



<u>INCIDENT LEVEL</u>	<u>TICKET ACKNOWLEDGMENT</u>	<u>SES UPDATE FREQUENCY</u>	<u>RCA REQUIRED (ROOT CAUSE ANALYSIS)</u>
HIGH	IMMEDIATE	1 HOUR	YES
MEDIUM	WITHIN (4) HOURS	DAILY	YES
LOW	WITHIN (12) HOURS	AS REQUESTED	NO

3.04 SERVICE LEVEL AGREEMENT (SLA)

- A. Provide sample copies of your SLA offerings for review. The SLA shall at minimum be in conformance to the requirements listed above.

3.05 CUSTOMER SATISFACTION SURVEYS

- A. Perform customer satisfaction surveys quarterly.
- B. In your response provide a sample of the surveys you typically provide.

3.06 REPORTS

<u>REPORT TYPE</u>	<u>FREQUENCY</u>
SERVICE TICKETS GENERATED	QUARTERLY
TECHNICAL ENVIRONMENT HEALTH	QUARTERLY

END OF SECTION 4