Lancaster Community School District

Request for Proposals

Information Technology (IT) Management and Support Specifications

Prepared by:
Rob Wagner,
District Administrator,
608-723-2175
wagnerr@lancastersd.k12.wi.us

1.0 GENERAL INFORMATION

1.1 General Information

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for providing information technology (IT) management and support for the Lancaster Community School District.

The Lancaster Community School District consists of 4 buildings with technology: a high school of 315 students, a middle school of 233 students, an elementary school of 457 students, and a district office. All are centrally located 231 N Sheridan St, Lancaster WI, 53813.

1.1.1 Scope of the Project

Provide IT management and support by providing the staffing and expertise necessary to accomplish the following:

- Network Systems Administration: Design, Configuration, Management, Monitoring, Repair and Support
- System PC and Peripheral Support
- End-User Tech Support for all District Schools and Locations
- Entry Level Phone System Support
- Hardware Acquisition and Specification
- Software Acquisition and Specification
- Technology-Related RFP Development (when necessary)
- Technology-Related Pricing, Ordering, and Vendor Relations
- Installation and Set Up
- Maintaining Inventory of District Hardware and Software
- Monitoring Software Licensing
- Cybersecurity EDR solution administration and remediation

The Vendor is expected *to* furnish turnkey IT management and support for the Lancaster Community School District. The Vendor will be the IT department and support for the Lancaster Community School District. The Vendor will coordinate their activities with district administration.

1.1.2 Length of Contract

The contract term will be for 3 and 5 year term years from 07/01/2025, through 06/30/2028-2030 . Both the District and Vendor will be required to agree to an extension six months prior to the expiration of the contract if applicable.

1.1.3 Clarification and/or Revisions to the Specifications/Requirements

Any questions concerning this RFP must be submitted by e-mail on or before 03/21/2025 to:

Rob Wagner, District Administrator, wagnerr@lancastersd.k12.wi.us, 608-723-2175

Please type "Lancaster IT Management RFP" in the subject line.

1.1.4 Calendar of Events

Date	Event
02/28/2025	Date of issue of the RFP
03/21/2025	Last day for submitting written inquiries or onsite visits requested
03/21/2025	Proposals due from vendors
04/03/2025	Possible End for vendor interviews for finalists if needed
04/09/2025	Notification of intent to award sent to vendors
07/01/2025	Contract start date

2.0   GENERAL REQUIREMENTS OF VENDOR AND ADDITIONAL PROPOSAL/CONTRACT CLARIFICATIONS

2.1 Contract Length

The contract term will be for 3 and 5 year term from 07/01/2025, through 06/30/2028-2030 . Both the District and Vendor will be required to agree to an extension six months prior to the expiration of the contract.

2.1.1 Terms of Contract Agreement and Termination
Either the District or the Vendor shall have the right to unilaterally terminate the agreement for any reason upon one hundred twenty (120) days prior written notice to the other party. The Vendor shall immediately notify the District if the Vendor is unable to complete the responsibilities outlined in the agreement, in which case the District shall have the right to immediately terminate the agreement. The District reserves the right to immediately terminate the agreement for cause if the Vendor materially breaches any of the provisions of the agreement.

2.1.2 Payment for Services
Vendor shall provide District with a monthly invoice. District shall have thirty (30) days from receipt of invoice to pay Vendor. **(Other invoicing and payment arrangements can be arranged if mutually agreed to by both parties.)**

2.2 Status as Independent Contractor

Vendor is an independent contractor and shall not be considered an employee, partner or agent of the District and neither Vendor nor any of the Vendor's agents, employees, or subcontractors will be entitled to any proceeds, insurance, rights or benefits under the District insurance, pension or benefit plans, or for purposes of any Workers' Compensation law.

Vendor agrees that it shall pay all wages, salaries, and other amounts due to its employees in connection with performing their obligations covered by this proposal and shall be responsible for all reports and obligations respecting the Vendors and its employees relating to social security, income tax withholding, unemployment compensation, workers' compensation, and similar matters. Vendor shall cover or insure all of its employees performing services related to this proposal in compliance with applicable laws relating to workers' compensation, employee health insurance, and employer's liability insurance.

Vendor is solely responsible for all applicable federal, state, and local taxes and assessments and will pay the taxes and assessments required by the Internal Revenue Code and any state and local agency of similar concern.

2.3 Vendor Compliance with Laws

Vendor shall comply with the Fair Labor Standards Act, Affordable Care Act, and the Occupational Safety and Health Act and all other applicable federal, state, county, and local laws, ordinances, regulations, and codes in the performance of duties related to this proposal.

2.4 Ownership of Software Programs Developed

All software programs developed by the Vendor for the District shall be and will remain the District's property. Vendor irrevocably assigns to the District any rights of Vendor in software programs developed by the Vendor for the District and all other works for hire, as defined by U.S. Copyright Law. The Vendor may use the structural ideas of the software developed for the District with or for other clients and potential clients but agrees to protect the District's property interest in their basic software. The District agrees that all such use by the Vendor of such structural ideas is fully authorized.

2.5 Confidential Information

The Vendor will have access to confidential information. Confidential information means all information of the District relating to the District's existing or potential non-public business strategies, existing or proposed bids, finance, marketing strategies, and customers. In addition, confidential information includes all personal identification and information of District management, employees, and students. At no time will any confidential information be disclosed to any person including, but not limited to legal or financial advisors and immediate family. Vendor agrees that all such information is confidential and that Vendor will not use or disclose such information to any outside person or entity for any reason whatsoever, without the District's express written consent.

2.6 Proposal Cost

The Vendor is expected to furnish turnkey IT management and support for the Lancaster Community School District. The Vendor will be the IT department and support for the Lancaster Community School District. The Vendor proposal shall be a total sum proposal to provide turnkey IT management and support. No additional costs beyond the accepted proposal amount will be paid by the District should the IT management and support require additional time of the Vendor. (Additional clarification on staffing can be found in Section 4.0.) No additional costs beyond the accepted proposal amount will be paid for incidental expenditures such as mileage, postage, copies, etc.

The District is attempting through this document to provide a thorough description of duties expected by the Vendor. Due to the nature and complexity of the relationship, all expected duties cannot be spelled out in exact detail. Vendor shall price their proposal accordingly to incorporate and anticipate contingencies for any variations.

2.7 Board Of Education Rights

The Lancaster Community School District reserves the right to reject any or all proposals. The Lancaster Community School District shall be the sole judge of these factors. In all instances, the decision rendered by the Lancaster Community School District shall be final and not subject to contest by others.

3.0 SCOPE OF CONTRACT DUTIES

3.1 General Information

a. This document is not intended to be an all-inclusive list of every duty and expectation required of the Vendor. Rather this document provides a summary of the major scope of work that is related to this contract and represents the primary responsibilities expected of the vendor.

b. The Vendor is expected to furnish turnkey IT management and support for the Lancaster Community School District. The Vendor will be the IT department and support for the Lancaster Community School District. The Vendor will coordinate their activities with district administration. The Vendor's proposal shall encompass all duties necessary to furnish turnkey IT management and support for the Lancaster Community School District.

c. The Vendor is responsible for the oversight of other contractors working for the District in or associated with the technology department including any subcontractors employed by the Vendor.

3.2 Network Systems Administration: Design, Configuration, Management, Monitoring, Repair and Support, Upgrade and Expansion

The vendor should have the skills and experience to support the following:

3.2.1 WAN

a. Fiber optic links (SMF WAN and MMF internal) provide MDF and IDF connectivity. WAN and IDF links are at 10Gbps.

The Lancaster High School is the main distribution facility for the district. This contains most servers, routing devices, management appliances, and internet connectivity for the District.

Internet connectivity is provided through WiscNet as the ISP with a 10Gbps connection.

3.2.2 LAN

The District has recently upgraded all switches to Cisco devices with active support provided by the Vendor and Cisco. Wireless is provided via Ruckus Wireless access points and managed by a Virtual Controller. This wireless solution is hitting its EOL and needs replacement in the next E-Rate cycle.

The networks are segmented with VLANs depending on location and/or device function; for example, cameras, Wi-Fi, etc.

Firewall is currently a PFsense firewall, with GoGuardian web filtering for student devices. All internet traffic is routed to GoGuardian DNS filters for onsite filtering. The district's contract with Goguardian ends in 2026 so the Vendor will have to be

able to support a transition or extension of the DNS filter that meets CIPA regulations.

3.2.3 SERVER INFRASTRUCTURE

Physical servers are Dell hosts using VMWare to host various Windows/Linux servers. The Dell servers are connected to a Dell Unity storage device.

Backups are done via 2 on-site SYNOLOGY servers with redundancy and data security in mind.

The District maintains an active directory infrastructure utilizing 3 domain controllers. Other Windows servers are also providing File Sharing, WSUS, DHCP, etc.

The District maintains a Microsoft O365 Azure environment.

3.2.4 Google Workspace

The District utilizes the Google Workspace for Education ecosystem as previously noted. This is used for collaboration and email technologies. They also use this for Google Drive storage.

3.2.5 SIS

The District leverages Skyward Qmlativ for the student management modules. Skyward Qmlativ is hosted externally with IScorp. The District outsourced IT is responsible for ensuring connectivity to the platform, browser, or any backend infrastructure items that come The vendor also will provide support to 3rd party integrations to Skyward Qmlativ.up. The District is responsible for management within the system including user management and state reporting. IScorp handles all updates provided by Skyward Qmlativ.

Additionally, the district utilizes Clever for SSO with educational platforms. The Vendor will be required to support this.

3.2.6 MDM

The District utilizes the JAMF PRO for iOS management. The District has School Manager. Apple Classroom is not being used at this time.

Applications are deployed via VPP Managed Distribution.

3.2.7 Phone/VOIP

The District phone system is not planned to be replaced. Currently, it is a Mitel that is obsolete. The vendor does not support the current system, only providing basic support. [Name changes, extension changes, etc.] Vendor will likely have more coordination and support with a newer network/software-based (VOIP) system upon upgrade.

3.2.8 Print Management

The District utilizes Mobility Print, and Windows Print Management for print management. Some scripting is involved for custom rules requested by the District.

3.2.9 Camera System

The District utilizes WaveVMS, and Verkada for cameras. The Vendor is responsible for connectivity, troubleshooting, and repair proposals.

3.2.10 Door Access

The District utilizes Card Access 3000. The vendor agrees to provide basic support to the system. If the support exceeds the vendor's ability, the vendor will contact the vendor of installation and work towards a solution.

3.2.11 Other

The Vendor provides communication and access to remote approved contractors when HVAC issues need to be resolved.

The Vendor provides VPN access to approved personnel for monitoring of maintenance software in buildings and the ability to work from home and retrieve data files.

The current IT contractor may provide onsite support outside of normal hours for the following: technology at board meetings, concert and sporting event live streams, at the discretion of onsite tech and district contact with prior authorization.

3.3   System PC and Peripheral Support

Building	Desktop/Laptop/Mobile	1:1 Devices
Highschool	101 Desktop, 25 Laptops, 24 Cleartouch with PC's, 2 Smartboard	370 Lenovo Chromebooks
Middle School	53 Desktops, 18 Laptops, 4 Smartboards, 17 Cleartouch	10 iPads, 260 Lenovo Chromebooks
Winskill Elementary	45 Desktops, 46 Laptops, 34 Smartboards, 1 Cleartouch	270 iPads, 230 Lenovo Chromebooks
District Office	10	Windows workstations and laptops.

3.3.1 District 1:1 Initiative
  a. The District is a 1:1 environment, K-12th grades. Currently K - 2nd grades have Apple iPads 1:1 staying in the classroom assigned. The elem also have chromebooks 1:1 in grades 3-5th staying in the classroom as assigned. The middle school 5th - 8th grades device is Chromebooks 1:1 with the fleet of devices that are taken home with the student at the end of the day. The high school 9th - 12th Grade device is Chromebooks 1:1 are taken home with the student at the end of the day.
  b. All instructional devices are Windows OS desktop or laptop units. Windows OS level is Windows 10/11. The Vendor is responsible for asset tagging, enrolling into Snipe-IT Inventory management server, and the distribution of all newly purchased devices throughout the District.
  c. The Vendor is responsible for maintaining the image of all workstations. This includes ensuring software installation is on a global and individual basis for

systems throughout the District. Antivirus software/EDR is maintained on these devices and is currently maintained by the IT department.

    d. The Vendor is responsible for disposing of machines after their life cycle is complete. It is the goal of the District to remove the majority of old computers when replaced by a new computer to limit licensing requirements for old, outdated, or unused computers.

    e. Management of Chromebooks is done through the Google Workspace for Education ecosystem. Apple devices are managed through the JAMF. Windows devices are managed via Group Policy.

3.4 End-User Tech Support for all District Schools and Locations

    a. Building-level support is provided by the Vendor and the Vendor is responsible for all buildings in the District.

    b. Vendor is expected to provide and utilize a work order/trouble ticket system for staff members to report/request needed service and to provide analytics of support services.

    c. Support is provided for all District applications used, including financial, student management, and curriculum environments. Often these are software solutions provided by outside vendors. If the Vendor is not able to resolve the issue with a vendor's software package and a support contract is in place with that vendor, the Outside Vendor will be contacted to provide additional support. This also includes updating software packages per the vendor's recommended upgrade path. A considerable amount of time is required by technicians to ensure that new or upgraded classroom and testing software are tested and working properly before rolling out to staff and students.

    d. A member of the Vendor's management will attend a monthly meeting at the District Office or other location as requested. The goal of this meeting is to discuss open issues, brainstorm solutions, and hear any problems that need to be addressed.

    e. The District utilizes SDS and Skyward Qmlativ for management in respective departments. Currently, IScorp and SDS provide all services for these systems. The vendor will provide connectivity support to these applications.

    f. The Vendor is occasionally responsible for providing training to District staff on new or upgraded hardware, peripherals, or software.

    g. The Vendor manages device repair for all district assets, working with suppliers for the best repair and warranty services.

3.5 Technology-Related RFP Development

    a. The Vendor, in conjunction with the Business Manager, develops Request for Proposal (RFPs) to allow vendor proposals on technology-related items. The Vendor verifies that the technology will meet the needs of the project and will last throughout the life cycle expectancy. When proposals are received from vendors, a recommendation is made to administration based off technical aspects of the quote. All proposals are provided to the administration for final review and decision-making. The Vendor may be required to attend Board of Education and/or Finance Committee meetings to explain and review proposals.

3.6 Technology-Related Pricing, Ordering, and Vendor Relations

a. On non-RFP items, the Vendor gathers multiple quotes from approved vendors directly. Quotes are input into the District's financial management system as a purchase order (PO). Once a PO is approved, the PO is sent to the vendor for ordering. The hardware or software is provided to the appropriate technician or staff member when received, if applicable, for installation. Approval of the vendor's invoice is also handled in conjunction with the business department. The Vendor is the primary contact for third-party technology vendor relations.

3.7 Maintaining Inventory of District Hardware and Software

a. All hardware technical information is gathered, organized, and recorded with an equipment identifier and location, presently in Snipe-IT Inventory management server. Software inventory is maintained by software, location/district licensing, and quantities.

3.8 Phone systems

a. The Vendor is not responsible for any support on this system unless it includes allowing network configurations for it, or small changes.
b. It is the expectation of the Vendor to provide entry level support and deployment for any new system. This includes phone deployment, extension configurations, and basic voicemail support. When higher level support/maintenance/upgrades are required, a qualified third-party vendor will be used. The Vendor will be responsible for this communication.

3.9 Video Security

a. It is the expectation of the Vendor to provide network connectivity for the cameras and recording server. This includes switch VLAN assignment and PoE availability and logical network configurations such as IP information. The Vendor will need to provide support with a third-party supporting vendor when these items are an issue. All other management of the system is under the responsibility of the District.

3.10 Cyber Security

a. The Vendor will provide best practice solutions for the district to implement via policy, or technical (by vendor) that reflect current date cybersecurity needs.
b. The vendor will provide EDR solution suggestions that protect against ransomware, malware, adware, and data extortion. The district will have an EDR solution in place or plan to implement for best practices.
c. The Vendor will manage the EDR solution to the best of their ability with the training and resources that are available to the district or prior knowledge of the EDR platform.
d. The Vendor will ensure that there are adequate protections on every layer of the IT environment that is cost effective and provides robust solutions that meet insurance requirements.
e. The Vendor will provide proposals for an EDR solution with robust alerting capabilities that can be remediated upon severity 24/7.

4.0 CURRENT VENDOR STAFFING LEVELS

4.1 General Information

   a. The staffing positions, qualifications, and staffing levels (i.e., required staffing time) outlined in this section are the required staffing commitments required of the Vendor at the inception of the contract and shall be the basis for the Vendor's proposal. The staffing positions and levels are based upon the District's current assessment of staffing needs and budget allowances.

   b. The weekly staffing commitment for the Building Technicians and Engineer are considered the minimal time requirements and additional time may be required on a weekly or seasonal basis depending on need.

   c. The weekly staffing commitments for the Account Manager are considered the average annual requirements and will fluctuate up and down on a weekly or seasonal basis.

   d. The Vendor proposal shall be a total sum proposal to provide turnkey IT management and support. No additional costs beyond the accepted proposal amount will be paid by the District should the IT management and support require additional time of the Vendor. In the event the District requests that another position be added, a new staffing cost would need to be agreed upon between the District and Vendor and the contract amended.

   e. The Vendor may include with their proposal proposed cost deductions if, during the course of the contract, the District and Vendor agree to a reduction in staffing levels. Deduction amounts may be listed for each position and should be an hourly rate that would be applied to a reduction in hours. An alternate deduction amount for a full Building Technician position may also be submitted.

4.2 Building Technicians

One (1) building technicians are required for 40 hours per week **onsite** for 52 weeks in a year, notwithstanding vacations and holidays.

   a. Building Technicians are the first and primary responders to end-user IT needs. Responsibilities include response to repair requests, assisting District staff with technology-related needs, and installation and maintenance of workstations, peripherals, and software.

   b. A minimum requirement is that Building Technicians have, or be progressing toward, an Associate's Degree or certification in Network Communications Specialist, Micro-Computer Specialist, and/or have CompTIA A+ or CompTIA Network+ certifications or work experience equivalency. The Vendor is responsible for the Building Technicians to have the ability to perform their duties.

4.3 Engineer(s)

Engineer(s) will be required to work on average 8 hours per week for 52 weeks in a year. Some work may be done remotely.

   a. Engineer(s) handle network and server-related issues and installations, and high-level support to Building Technicians. They also may coordinate projects and/or design databases or programs to increase staff and network efficiencies.

   b. Required certifications include (ACSA), Certified Google Administrator,

and Cisco CERTS, HP or Extreme Networking certifications or work experience equivalency.

4.4 Account Manager

The Account Manager will be required to work 4 hours per week for 52 weeks in a year. Some work may be done remotely.

    a. The Account Manager coordinates all aspects of the contract with the District, is the primary contact for the District administration, oversees Vendor's staff, and collaborates with the District Administration and Business Administrator for long range and annual strategic planning for network, hardware, and software upgrades including the prioritization of technology budget and purchasing.

    b. It is required that the Account Manager have excellent communication and interpersonal skills along with management and project oversight experience.

5.0   REQUIRED IN RESPONSE

One (1) electronic proposal should be submitted to: Rob Wagner, District Administrator, wagnerr@lancastersd.k12.wi.us, 608-723-2175

5.1   Company Information

Provide the following company information:

- Company Legal Name
- Years in Business
- Number of Similar Projects
- Main Contact Person
- Full Mailing Address
- Telephone Number
- Fax Number
- Insurance Company
- Number of Full-Time Employees
- Number of Part-Time Employees

5.2   Staff Qualifications

The Vendor will provide personal data sheets describing the educational, work, and project experiences for each of the staff members who would be assigned to the project. In addition, include any certifications individuals may have. Personal data sheets or resumes should be submitted for the following staff:

References

Provide Business/Entity Name and a Contact name with phone and/or email:

- Provide references for three K-12 accounts, similar in size.

5.3 Recommended Insurance Coverage

a. General Liability and/or Owners and Contractors Protective Liability Coverage--$1,000,000 combined single limit per occurrence for bodily injury, personal injury, and property damage. The general aggregate shall be twice the required occurrence limit. Minimum general aggregate shall be no less than $2,000,000 per operation and/or location.
b. Worker's compensation insurance as required by the worker's compensation statutes of the State of Wisconsin.
c. Unemployment insurance as required by laws of the State of Wisconsin.
d. A certificate of insurance showing proof of coverage of all applicable insurance to be submitted with proposal.
e. Upon being awarded the contract, the Vendor shall furnish the District with certificates of insurance naming the District, its officials, agents, employees, and volunteers as additional insured. The certificates must be approved by the District prior to the start of the contract period.
f. Errors and Omissions (E&O) insurance to protect the district from financial or operational disruptions.

5.5 Cost Summary Sheet

	2025-2026	2026-2027	2027-2028	2029-2030	2031-2032
Annual Contract Cost					
Monthly Cost (Annual Cost/12)					
Possible Erate Deductions for Managed Services					