

Invitation to Bid

The Charleston R-I School District is accepting sealed bids for Remote and Onsite Technology Support

Specifications for Technology Support:

-Technical assistance for teacher and student workstations, network servers, and Chromebooks. District shall have access to 350 hours yearly, onsite and remote, as specified by Technology Director. No additional hourly charges should apply to onsite service and any related travel charges should be noted in bid.

-Remote SLA for standard work order (Tier 3) tickets should be within 4 business hours remotely. Tier 1 tickets should have an SLA of 2 business hours for network outages. Tier 1 shall be defined as any outage that degrades overall network performance or health.

-Onsite SLA for Tier 1 tickets shall be within 24 business hours.

-Service Provider shall provide Help Desk support within a 48 business hour notice in the case of Technology Director absence, illness, or personnel change. Long term duration of Help Desk support must be provided if required.

-Service Provider shall provide a Remote Maintenance & Monitoring tool as well as a commercially available Anti-Virus for all teacher, staff, and administrator workstations as well as for all servers. A web-based stand alone remote program shall also be provided to student Windows workstations. Bid pricing should include unlimited workstations and server licenses.

-Service Provider must be a Sonicwall, Cisco, Microsoft, Datto, and Ubiquiti partner and have extensive knowledge to support, sell and maintain a variety of services and products from these companies. Service Provider must also have extensive experience with Altigen On-Premises PBX and SIP Trunk lines. Service Provider must also have extensive training with G Suite and Google Chrome Management Console. Please provide details of experience, especially relating to K-12 School infrastructure environments.

Sub-contractors **are not allowed to provide onsite or remote services**. Service provider shall provide a dedicated Account Manager for all service related concerns. Bids shall be good for a 1 year period with the option to renew for 2 additional 1 year periods. Questions should be directed to Nate Burton, Technology Coordinator,

at 573-233-6012 or email at nburton@charleston.k12.mo.us.

Bid with specifications are online at: <https://www.charlestonbluejays.org>.

Sealed bids must be mailed or delivered to the Charleston R-I School District Central Office, 311 E. Tom Brown Street, Charleston, MO 63834 and clearly marked on the outside of the envelope "Technology Support". Bids will be opened May 24, 2019 at the Central Office. The Charleston R-1 School District reserves the right to accept or reject any and all bids or parts of bids and to waive any informalities that would prevent the acceptance of a better bid.