WHERE KNOWLEDGE GROWS

SYLVAN UNION SCHOOL DISTRICT

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Request for Proposal (RFP) for

INFORMATION TECHNOLOGY (IT) MANAGED SERVICES

RFP Issued	May 10, 2019
Mandatory Job Walk @ 8:00	May 21, 2019
Final Day to Submit Questions @ 9:00 am	May 23, 2019
District's Response to Questions @ 4:00 pm	May 24, 2019
Proposals Due @ 1:00 pm	May 29, 2019
In Person Interviews	June 18, 2019
Notice of Intent to Award Contract	June 19, 2019
Award Notification	June 26, 2019
Contract Start	July 1, 2019

Proposal must be received no later than 1:00 p.m.
Pacific Daylight Time (PDT) May 29, 2019

Sylvan Union School District is an equal opportunity employer and is committed to equal opportunity in its contracting process. Auxiliary aids and services are available upon request to individuals with disabilities.

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1. Introduction and Scope of Work

1.1 Purpose of RFP

The Sylvan Union School District (SUSD) seeks to transform its IT support to better meet the business needs for performance, flexibility, stability and redundancy. IT is a critical component for the organization, and is used daily by most employees, students, independent contractors, and end users to provide services to the community. SUSD requires a solution that is capable of the following:

- Expanding IT system management capabilities and improving system stability. SUSD seeks to address the gap between existing and best practice competencies for managing the existing and potential future IT technology stacks. Additionally, SUSD requires project delivery to support large IT transitions (e.g. move of sites or transition to co-location facility) which leverage a bench of system experts to meet technical needs
- Bringing system configuration and security to industry best practice standards, improving performance, and reducing support issues
- Improving the end-user experience by providing a high-quality Help Desk for business users
- Providing flexibility in meeting future system needs as the IT infrastructure evolves
- Cost, technical skills and flexibility of solution are all key considerations.

1.2 District Overview:

SUSD's physical environment includes:

- 10 elementary school sites
- 3 middle school sites
- Centralized Service Offices (Superintendent, Business, Human Resources, Special Education, & Educational Technology Departments)
- Food Service Production and Warehousing Facility
- Maintenance/Warehouse/Transportation Facility

The district serves approximately:

- 8,378 students
    - 5,423 elementary (Grades Transitional Kindergarten through 5th grade)
    - 2,955 middle (Grades 6-8)
- 927 full and part-time employees
- 300 substitute employees
- Student devices: Student access to technology includes IPads in the middle schools, Chromebooks in the elementary schools, and computer labs at all three middle schools. All student devices are managed through server technologies that insures the devices have appropriate software and Internet access. SUSD began transitioning the 1:1 middle school initiative from I-pads to Chromebook beginning with the 2018-19 school year, and beginning with the 6th grade. Older I-pads that are still operational have been deployed to the elementary schools.

  Computer to student ratios at the elementary schools are one computer to three students with some elementary schools nearly 1:1. Chromebooks are shared devices at the elementary schools and are secured in carts so they can be charged and easily wheeled between classrooms.

- o I-pads: 3,500 (3,000 student; 500 staff)
- o Chromebooks: 3,468

In the chart below are the numbers of devices per school site, the type of device and the last year that Google will support OS upgrades on the device.

School Site	Device Type	Number of Device Type	Google End of Life (AUE- Auto Update Expiration)
CF Brown	Asus C100p Acer R11 Acer C720	3 76 233	July 2020 June 2021 June 2019
Crossroads	Acer C720	323	June 2019
Freedom	HP 11 G5 Acer C720	33 378	July 2021 June 2019
Orchard	Acer C720	254	June 2019
Sanders	Acer C720	290	June 2019
Sherwood	Acer C720 Acer C740 Acer R11	279 35 40	June 2019 June 2020 June 2021
Standiford	Acer C720 HP G5 11 EE	176 72	June 2019 January 2022
Stockard Coffee	Acer C720 HP G5 11 EE	208 96	June 2019 July 2021
Sylvan	Acer C720 HP G5 11 EE	176 34	June 2019 July 2021
Woodrow	Acer C720 HP G5 11 EE	252 40	June 2019 July 2021
Savage MS	Acer C720	136	June 2019
Somerset MS	Acer C720 HP G5 11 EE	180 4	June 2019 July 2021
Ustach MS	Acer C720 HP G5 11 EE	36 2	June 2019 July 2021

** When a device reaches Auto Update Expiration (AUE), it means that the product model is considered obsolete and automatic software updates from Google are no longer guaranteed.*

All middle school students are checked out an IPad tablet at the beginning of the school year with their other school materials. In addition to student IPads, middle school students have access to the school computer lab, and desktop computers in the library. In addition, specific courses have laptops and desktop to support video school news, yearbook creation, and visual arts.

Device	Number of Devices	Year Released	Year Deployed
IPad 2	1000	March 2011	Spring 2014
IPad Air	1000	October 2014	Spring 2015
IPad Air	1000	October 2014	Spring 2016

- Employee devices:
  - Dell Laptops: 1,000
  - Mac Laptops: 150

All staff have access to computers for communication and information resources. All teachers have a dedicated teacher station, consisting of a laptop computer, document camera, digital projector, and access to a network printer. At the middle schools, in addition to the laptop, the teachers have access to an IPad tablet, similar to the device that the students receive through the 1:1 program.

We have approximately 1000 laptop computers that are being used by teachers and other staff. These laptops are comprised of Dell Latitude enterprise level computers. All Windows laptops are running enterprise level operating systems Windows 7, Windows 8, or Windows 10 versions. All Windows laptops are authenticated on to the network through Windows Active Directory. In addition to the Dell laptops we also have approximately 150 Apple Mac laptops.

Model	Year Deployed
Dell Latitude D510	2005
Dell Latitude D620	2006
Dell Latitude E5440	2007
Dell Latitude E6500	2008
Dell Latitude E5500	2009
Dell Latitude E5520	2011
Dell Latitude 6530	2012
Dell Latitude E5530	2013
Dell Latitude 3540	2013
Dell Latitude E5540	2014
Dell Latitude 3340	2014
Dell Latitude E5550	2014
Dell Latitude E5450	2015

Dell Latitude 3379	2016
Dell Latitude E5470	2016
Dell Latitude E5570	2016
Dell Latitude E3470	2016
Dell Latitude 5480	2017
Apple MacBook Air	2008 - Present
Apple MacBook Pro	2006 - Present

- G-mail for email hosting

Infrastructure:

- Servers: The technology department manages 30 separate servers across the district. These servers are located at each of our sites. The servers run necessary DNS (Domain Name Services,) DHCP (IP addressing and assignment services,) file share services, print share services, SMTP email relay services, Active Directory (user and group account management for sign on and permission access) and other services essential for the technology to run smoothly. In addition, the department supports the server hardware that is running Food Services applications, Maintenance and Operations (Metasys: Building Operation System) applications, and Child Care applications.

  In addition to the Windows servers, the technology department manages three caching servers that run on Mac OS X servers, and facilitate the management of the three thousand student IPads. These servers cache content locally and prevent IPads from needing to go out over the Internet to download applications and updates. This reduces out network traffic and enables us to better utilize our available network bandwidth. Finally we manage the district Destiny Library system that is used by all sites to manage circulation and inventory of textbooks, instructional resources, computers, Chromebooks and IPads.

Site	• Server OS	• Description
District Office	PowerEdge T610 Server Windows Server 2008 R2 Enterprise	Windows Services
Standiford	Dell T420 Server Server 2012 R2	Windows Services
District Office	Dell ES 5405 Server Server 2008 R2	Aeries (historical on prem.)
District Office	Dell E5405 Server Server 2008 R2	ABI - BBConnect Mail Relay

District Office	Dell PowerEdge R520 Server 2012 R2	Historical Aeries SQL DB
District Office	Dell E5-2603 Server Server 2012 R2	Destiny Library And Resource Manager
Sherwood	PowerEdge 2900 server Server 2008 R2 St	Windows Services
Woodrow	Dell X5450 Server Server 2008 R2	Windows Services
Brown	Dell 5160 Server Server 2008 R2	Windows Services
Orchard	Dell 5450 Server Server 2008 R2	Windows Services
Somerset	Dell 5620 Server Windows Server Enterprise	Windows Services
Stockard Coffee	Dell X3470 Server Windows Server Enterprise	Windows Services
Sylvan	Dell ES E5 2640 Server Server 2012 R2	Windows Services
Ustach	Dell E5649 Server	Windows Services
Freedom	Dell 5160 Server Server 2008 R2	Windows Services
Sanders	Dell X 5355 Server Server 2008 R2	Windows Services
Savage	Dell E5-2640 Server Server 2012 R2 St	Windows Services
District Office	Dell E5 -2640 Server 2012 R2	Quest Back-up (AppAssure)
Crossroads	Dell E5 2620 Server Server 2012 R2	Windows Services
Savage (Student Server)	Dell 5420 Server Server 2008 R2	Windows Services (students)

Food Services/Maintenance	Dell E5410 Server 2008 R2	Windows Services
District Office	Dell E5620 Server Server 2008 R2 Enterprise	Windows Services
Child Care	Dell 5160 Server Server 2008 R2	Windows Services
District Office	Mac OS X Server MacMini Server	Caching Services
Ustach	Mac OS X Server MacMini Server	Caching Services
Savage	Mac OS X Server MacMini Server	Caching Services

Wide Area Network (WAN) and Local Area Network (LAN)

The SUSD network consists of a gigabit fiber backbone to all sites. Networks at school sites all link back to the district office where fiber connects to the Stanislaus County Office of Education. The Stanislaus County Office of Education is a California High Speed Network node and supplies SUSD with Internet access.

SUSD currently has a wide area network (WAN) created with Comcast Metro Fiber. All sites are connected to the district office via the Comcast Metro Fiber WAN, and the district office is connected via fiber to the County Office of Education. Bandwidth between the sites supports data transmission in all electronic formats. We have a gigabit (1000MB) WAN backbone, with the exception of Crossroads Elementary, provided by Charter Communications running at 100MB speed to the WAN. This network topology and infrastructure will support the transmission of all electronic resources and data.

Local area networks (LANs) are in place and working at all locations. Local Area Networks at the site have 1000MB (1GB) connections to the WAN and to all WI-FI access points. Wired connections to data drops in the classroom our running at 100MB from the IDF (intermediate distribution frame.)

The majority of our network traffic at the school sites now travels over WI-FI. We recently finished the second stage of our District wide WI-FI project. This project was supported with E-Rate funds and as a result we now have 464 WI-FI access points across the district. These access points are located in each classroom and in office locations and support the increased number of devices on campus. All access points are controlled by two servers that the technology department manages.

Site	Server OS	Description
District Office	Ruckus ZoneDirector 3000	32 - Ruckus R500 Access Points 222 - Ruckus R600 Access Points
District Office	Ruckus SmartZone 100	210 - Ruckus R500 Access Points

Networks through our campuses are designed using a star topology. There is a central location, referred to as the MDF (Main Distribution Frame) and the satellite locations that are referred to as IDFs (Intermediate Distribution Frame). IDFs all connect back to the central MDF location via fiber. All MDFs district wide connect back to the District office MDF. The District MDF connects to the Stanislaus County Office of Education, which also serves as our local DCP (Digital California Project) Node. From the DCP node we get out to the educational, CENIC network, and the greater Internet.

Within each MDF and IDF are a series of cable patch panels and network switching equipment. This equipment connects to every data drop in the school and to the Ruckus WI-FI access points. Depending on the size of the school, there will be multiple IDFs located on a site campus.

The following chart is a listing of the current network technology in each MDF and IDF at each school site.

Site	Distribution	Electronics/Switching	Approximate Deployment
District Office	MDF	Cisco 4500X	2016
605 Sylvan Avenue	MDF	Cisco 2960X	2013
Modesto, CA 95350	MDF	Cisco 2960X	2013
	IDF	Cisco 2960G	2012
CF Brown Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Switch	2017
2024 Vera Cruz Drive	MDF	Cisco 2960X 24port	2016
Modesto, CA 95355	MDF	Cisco 2960S	2010
	IDF 10	Cisco 2960	2010
	IDF 50	Cisco 3560X 12 port	2016
	IDF 20	Cisco 2960	2010
	IDF 40	Cisco 2960	2010
	IDF 60	Cisco 3560cx - 12 port	2016
Sherwood Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber swath	2017
819 E. Rumble Road	MDF	Cisco 3560 24 Ports	2016
Modesto, CA 95350	IDF Library	Cisco 3550 - 24 port	2016
	IDF 30	Cisco 2960s - 48 port	2014
	IDF 40	Cisco 2960S - 48 Port	2014
	IDF 50	Cisco 2960S - 48 Port	2014
	IDF 10	Cisco 3560 - 48 Port	2016

Somerset Middle School	MDF (Library)	Cisco Catalyst 3850 12 Port 10 GB Fiber switch	2017
1037 Floyd Avenue	MDF	Cisco 2960X 24 Port	2015
Modesto, CA 95350	MDF	Cisco 2950	2005
	MDF	Cisco 3508	2005
	IDF 10	Cisco 2950	2005
	IDF 20	Cisco 2950	2005
	IDF 30	Cisco 2950	2005
	IDF 40	Cisco 2950	2005
	IDF 50	Cisco 2950	2005
	IDF 60	Cisco 2950	2005
	IDF MPR	Cisco 2950	2005
	IDF 80	Cisco 2960X 24 Port	2015
	IDF 90	Cisco 2950	2005
	IDF 70	Cisco 2950	2005
	MDF	Cisco 3560-CX 8 PoE	2015
Standiford Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
605 Tokay Avenue	IDF 10	Cisco 2950	2005
Modesto, CA 95355	IDF (Cust)	Cisco 2960	2015
	IDF Core	Cisco 2960 48 Port	2015
	IDF 20	Cisco 2960	2015
	IDF 30	Cisco 2960	2015
	IDF 50 MPR	Cisco 3560 12 Port	2016
Stockard Coffee Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
3900 Northview Drive	MDF	Cisco 2950	2007
Modesto, CA 95355	MDF RM 11	Cisco 2960X 24 Port	2015
	MDF	Cisco 2960	2015
	MDF	Cisco 2950	2005
	IDF 20	Cisco 2950	2005
	IDF 20	Cisco 2960 48 ports	2015
	IDF 10 (MPR)	Cisco 3560 12 Port	2016
Sylvan Elementary	MDF	Cisco 3850	2017

2908 Coffee Road	MDF Office	Cisco 2960X 24 Port	2015
Modesto, CA 95355	MDF	Cisco 2960 48 Port	2015
	IDF 10	Cisco 2960 24 Port	2015
	IDF10 (Library)	Cisco 2960 24 Port	2015
	IDF 20 RM 20 Storage	Cisco 2960X 24 Port	2015
	IDF 50	Cisco 2960 X 48 Port	2015
Woodrow Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
800 Woodrow Avenue	IDF 10	Cisco 2960S 48 Port	2014
Modesto, CA 95350	IDF 20	Cisco 2960S 48 Port	2014
	IDF 30	Cisco 2960S 48 Port	2014
	IDF 40	Cisco 2960S 48 Port	2014
	IDSF 50	Cisco 2960S 24 Port	2014
	IDF 60	Cisco 2950 24 Port	2007
	IDF 60 MPR	Cisco 3560 12 Port	2016
	IDF Core	Cisco 2960	2014
Ustach Middle School	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
2701 Kodiak Drive	DF 90 (rm 97)	Cisco 2960X 24 Port	2015
Modesto, CA 95355	IDF 80 (rm 84)	Cisco 2960X 24 Port	2015
	IDF 60 (rm 64)	Cisco 2960X 24 Port	2015
	IDF Office	35XL	
	MDF (Library bathroom)	Cisco 3560A TS	2015
	MDF (Library bathroom)	Cisco 3560A	2018
	MDF (Library bathroom)	Cisco 2960X 24 Port	2015
	IDF 40 (rm 44)	Cisco 2960X 24 Port	2015
	IDF 20 (rm 23)	Cisco 2960X 24 Port	2015
Orchard Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
1800 Wisdom Drive	IDF 20 (rm 21)	Cisco 3560cx- 8 port	2015
Modesto, CA 95355	IDF 7 (portable)	Cisco 3560cx- 8 port	2015
	IDF 7 (portable)	Cisco 2950S 24 Port	2005

	IDF 3	Cisco 2960x 24 Port	2015
	IDF 4	Cisco 2960x 24 Port	2015
	IDF 5	Cisco 2960x 24 Port	2015
	MDF	Cisco 2960x 24 Port	2015
	MDF	Cisco 2960x 24 Port	2015
	IDF 6 (MPR)	Cisco 3560 CX 8 Port	2015
Freedom Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
2101 Fine Avenue	IDF 1	Cisco 2950G-48	2005
Modesto, CA 95355	IDF 1	Cisco 3560CX-12P	2016
	IDF 2	Cisco 2950G-48	2005
	IDF 2	Cisco 3560CX-12P	2016
	IDF 3	Cisco 2950G-48	2005
	IDF 3	Cisco 3560CX-12P	2016
	IDF 4	Cisco 2950G-48	2005
	IDF 4	Cisco 3560CX-12P	2016
	IDF 5 (Office)	Cisco 2950G-24	2005
	IDF 5 (Office)	Cisco 2960X-24P	2013
	IDF 6 (Gym)	Cisco 2950G-24	2005
	IDF 6 (Gym)	Cisco 3560CX-12P	2016
	IDF Relos	Cisco 2950G-24	2005
	IDF Relos	Cisco 3560CX-12P	2016
	IDF 2 Relos	Cisco 3560CX-12P	2016
	MDF (Library)	Cisco 2960x 24 Port	2013
	MDF	Cisco 2950G-48 MDF	2005
Sanders Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
3101 Fine Avenue	IDF 20	Cisco 2960X 24 Port	2015
Modesto, CA 95355	IDF 20	Cisco 3560 24 Port POE	2013
	IDF 30	Cisco 2960X 24 Port	2015
	IDF 30	Cisco 3560 48 port POE	2013
	IDF 40	Cisco 2960X 24 Port	2007
	IDF 40	Cisco 3560 - 48 Port POE	2013
	IDF 50	Cisco 2960X 24 Port	2015

	IDF 50	Cisco 3560 - 48 Port POE	2013
	MDF Core	Cisco 3750 x 2	2007
Savage Middle School	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
1900 Maid Marianne Lane	MDF Stack	Cisco 3750G - 12S	2013
Modesto, CA 95355	MDF Stack	Cisco 3750G-24T	2013
	MDF Stack	Cisco 3750G-24T	2013
	IDF 20	Cisco 3560-48	2013
	IDF 20	Cisco 3560-48	2013
	IDF 20	Cisco 2960X-24P	2015
	IDF 30	Cisco 3560-48	2013
	IDF 40	Cisco 2960X-48 (replaced)	2015
	IDF Gym 50	Cisco 3560-24	2013
	IDF MPR 60	Cisco 3560-24	2013
	IDF 70	Cisco 3560-48	2013
	IDF 80	Cisco 3560-48	2013
Crossroads Elementary	MDF	Cisco Catalyst 3850 12 Port 10 GB Fiber Swith	2017
5800 Saxon Way	MDF	Cisco 2960X-24P	2015
Riverbank, CA 95367	IDF 20 Kinder	Cisco 3560	2007
	IDF 20 Kinder	Cisco 3560CX-12P	2015
	IDF 30 C Wing	Cisco 3560	2007
	IDF 30 C Wing	Cisco 2960X-24PS	2015
	IDF 50 D Wing	Cisco 3560	2007
	IDF 50 D Wing	Cisco 2960X-24PS	2015
	IDF 40 E Wing	Cisco 3560	2007
	IDF 40 E Wing	Cisco 2960X-24PS	2015
	IDF 60 Portables	Cisco 3560	2007
	IDF 60 Portables	Cisco 3560CX-12P	2015

Network Infrastructure Software and Services

Our Windows servers authenticate users on the network by requiring a username and password, and upon authentication, provide the user with appropriate user access based on their credentials.

Web filtering for students and staff is handled by the Securly web filter server. Restrictions are set and deployed to both students and staff and adhere to the requirements of the Child Internet

Protection Act (CIPA.) In addition, the Securly filter automatically audits all student documents and email messages. It uses artificial intelligence and keyword search terms to flag questionable documents and email messages.

Messages flagged by the auditor will require contractor to review all flagged content and when appropriate forward the flags to the Assistant Superintendent of Curriculum.

Technical Support

The technology department is supported by an Assistant Superintendent of Educational Services, a Director of Professional Learning, an Instructional Coach (Teacher on Special Assignment) to support educational technology in the classroom, two computer technicians, and a department secretary.

Computer Technician Responsibilities

- Assist in the initial set-up of computer equipment, including the installation of identified applications and new users on the network.
- Install and troubleshoot software.
- Maintain an inventory of computers and repair parts.
- Maintain a service/preventative maintenance log.
- Pick up and deliver equipment as necessary.

Department Secretary

- Serves as secretary for the department
- Prepares, monitors, and maintains department files, budgets, service contracts, purchase orders, etc. Prepares and maintains documents and records for related committees, department plans, department trainings, compliance reporting requirements, etc.
- Provides customer service to the district related to user accounts, passwords, etc on various platforms – specifically Active Directory
- Coordinates calendar, facilities, registration, logistics, budget and reports for technology services department trainings.
- Coordinates the district user support system with Technicians to ensure timely response to user needs.

Note: District is seeking a solution for 7:00 am – 6:00 pm extended non-critical service hours and emergency after hour support for critical business systems.

Applications

Aeries Gradebook - The Aeries gradebook is the district standard. The Technology Department supports all teachers and manages access to teacher gradebooks.

Aeries Online Enrollment - Aeries Online Enrollment is the online student registration system we began using in 2017. Online enrollment allows our parents to easily complete all the necessary paperwork to enroll their children in our schools. Information is accessible by the school site once completed by the parent and facilitates an improved and sped up process when parents arrive in person for verification.

Aeries Report Cards - The Aeries report card is the district standard for all grade levels.

Aeries Web & Aeries Parent Portal - Our District student information system is Aeries. It is a web based application that is accessible from any network connected device, including mobile devices. User accounts and access permissions are managed by the Technology Department.

Apple School Manager - Apple School Manager is the companion server application to our JAMF

and Mosyle MDM applications. ASM combines three key components of managing Apple devices in our schools, device management, formerly known as DEP (Device Enrollment Program,) user and roster management achieved through connecting to Aeries SIS using APIs, and Apps and Books management (formerly known as the Volume Purchase Program (VPP.))

Benchmark Advance - Benchmark Advance is the elementary school technology component of our State adopted ELA materials. The technology department manages teacher accounts, student accounts and technical support issues.

Blackboard Connect - The District standard for auto dialer and community messaging is Blackboard Connect. The technology department manages user accounts and permissions, student accounts for our county school students on our campuses and not in Aeries, and the SQL scripts connecting our Aeries SIS for automating attendance and tardy calls.

BrightBytes - BrightBytes is our district system for measuring the year to year effectiveness of our district programs, including technology and our district LCAP plan. The data supplied by the system can be found in this technology plan and is used to measure improvement over time regarding key components. The BrightBytes system collects data twice each year, once in fall and again in the spring for comparison purposes.

California Streaming - California Streaming (http://www.californiastreaming.org) is a video service that we utilize through the Stanislaus County Office of Education. The technology department creates and manages accounts for teachers and staff.

Clever (SSO) - Clever is a tool for single sign on capabilities. It is used to simplify the process of student logins to applications such and Benchmark Advance in the elementary schools. Clever uses APIs that allow it to sync with our Aeries SIS. One feature of the Clever system is to allow students to login to Benchmark utilizing a QR code the student holds up to the Chromebook camera. Other Chromebook applications that are being used with Clever include Typing.com.

Destiny Library and Resource Manager - Destiny is the district wide library system. The web based Destiny system provides each site with the ability to check out books and resources to both students and teachers. It allows students to access the library collection from any networked device, or even from home. It also allows school sites to keep track of resources such as Chromebooks, IPads, teacher laptops, document cameras, etc. etc. The technology department manages the server and SQL database that runs the Destiny Library system and keeps the software up to date.

FrontLine - Time and Attendance - The Business Department in collaboration with Human Resources and Technology departments deployed systems to track classified work hours. This information is necessary for wage and hour compliance. The technology department supports these systems at each site by managing and updating software and insuring that computer and scanner equipment are up to date and in working condition.

GAM - GAM (Google Apps Management) is a free Python based command line application that is used in conjunction with the Google Apps for Education Suite. It allows for bulk operation and reporting that is normally found in third party Google Apps Suite tools for a fee. It is used by the technology department to easily create accounts and run bulk operations such as reports on our Google Apps domain.

Google Apps for Education - Sylvan Union School District has been using Google Apps for Education suite for over 5 years now. It is used by all staff and students for email, word processing, presentation, website creation, video communication, graphics, and unlimited file storage. Google makes Google Apps for Education free to schools. The technology department manages all Google Apps users and settings and permissions related to the Google suite of tools and apps in the Google store.

Google Sites - Google Sites is part of the district wide implementation of Google Apps for Education. It plays a prominent role in our school sites' communication with parents and the community. Sites is the web publishing system our schools use to create their school websites. The technology department supports all sites in the development of their school websites utilizing Google Sites.

HR Laserfiche Workflow System - The Human Resources Department in collaboration with the Stanislaus County Office of Education has developed a LaserFiche workflow system for onboarding new employees to the District. New employees are tracked through the human resources department and then through the technology department to insure that Windows accounts, email accounts, and district group assignments are created for new employees.

IO Education (Formerly EADMS) - IO is the digital assessment system used in the district for formative and benchmark assessments district wide. IO uses APIs (applications programming interface) in Aeries to manage student accounts, rostering, and teacher accounts. The technology department manages and configures the API to insure accurate connections between both IO and Aeries.

JAMF Mobile Device Management System (Middle Schools) - The JAMF MDM (Mobile Device Management) system is used to manage our more than 3000 middle school IPads. It is used to secure devices, to restrict and push applications, to update devices, to recover lost devices, to manage classroom and rostering for things such as Apple Classroom, and to generate reports on device usage and device specs. The JAMF MDM works in conjunction with the Apple School Manager services to provide a controlled environment for student school devices.

KeepnTrack - KeepnTrack is the system that Student Services deployed to all school sites to insure that visitors to our schools and classrooms meet district security guidelines. It is a web based system that scans volunteer credentials and verifies the visitor before allowing them access to school grounds and student classrooms.

McGrawHill StudySync - StudySync is the middle school technology component of our State adopted ELA materials. The technology department manages teacher access codes, student and teacher accounts, student access codes, and technical support issues.

Mosyle MDM - Mosyle is another MDM that we are using as a freemium tool at Sylvan Elementary School. Mosyle has a limited free component that allows for some management and control of school IPads. Sylvan has a shared cart of about 30 IPads that they are using Mosyle with to do some basic app management of the devices. Mosyle also works with Apple School Manager for provisioning of school devices, and Apple app store for education integration. The technology department works with the library media specialist to manage their IPads using Mosyle.

Microsoft Office (Staff only) - All Teachers and Staff have access to Microsoft Office for accessing files received in these formats.

MyTechDesk Support Ticket System - MyTechDesk Support Ticket system is a web based system that the technology department uses to allow district employees to request technical support. The system provides the department with the ability to assign, track and document the work to resolve technical and technology support requests. This application is provided free of charge through the Imperial County Office of Education. **Note: District is seeking a solution for a new, improved technology ticket system.**

PeachJar - Peachjar is our digital document and parent flyer distribution system. Gone are the days of making hundreds of copies of parent flyers or information about little league sign up day. Organizations wishing to distribute flyers to students and parents at our schools submit that information to the district office and then digital copies are loaded and shared via the school website through the Peachjar link on their school website.

QCC - QCC, which is managed and supported by the Stanislaus Office of Education, is used at all sites to track purchasing information and all district business and human resources related data. The technology department manages the installation and technical support requests related to the use of QCC.

Rosetta Stone (ELD) - EL teachers utilize the web based Rosetta Stone application for language support for second language students.

SchoolLoop (District Website) - The District currently uses SchoolLoop for publishing the District website. This is a multi-user tool that allows for district employees to publish content on the district web site. We have been using SchoolLoop for free due to a contract that we signed five years ago. This contract ends at the end of June, and is one of our identified needs further down in this plan.

Securly Web Filter - Securly is the district wide Internet filter. The filter prevents students and staff from inadvertently accessing inappropriate web content. In addition, Securly has a tool titled Auditor built into the filter. This tool audits every student email and all Google documents for inappropriate or questionable content. The Auditor uses AI and keyword search terms to scan email and documents. When an email or document is flagged, a copy of it is forwarded to the Director of Technology for review. From there it is forwarded to the school counselor, site administration, or responded to by the Director of Technology. In addition, Securly has a new parent portal that we have been testing and will be rolling out next year to all parents. This feature allows parents to get a weekly report of their child's Internet access at school and at home. Securly also filters the student IPads when students access the Internet from home.

Windows Active Directory - All users with Windows computers are authenticated on to the District network. Their login accounts and permissions are created and managed by the technology department.

Recent System Enhancements

Over the past 2 months the district has installed the following hardware and software:

Firewall	Palo Alto equipment and software
User Training	KnowBe4 - End User Security Awareness Training
Endpoint Protection	Sophos
Security Detection and Response Licensing	Crowdstrike
SIEM	AlienVault: Dell Precision 5820 Tower
Backup Server/Software	In Progress

Phones

The District's existing phone system includes various NEC PBXs. The existing system is decentralized. Sites call outbound or receive incoming calls without routing through the District Office. School sites cannot call extensions to other schools and the District Office directly and must dial through the voice carries at each school.

AT&T provides all our CENTREX and analog lines. Level 3 Communications, LLC provide all PRI lines. Alarms systems, fire and security, are provided and maintained by Sonitrol. An RFP to replace this system with a cloud hosted VOIP system including expanded service capabilities is being released approximately the same time as this RFQ/P.

1.3 Scope of Work

SUSD seeks to procure IT Managed Services for a period of one base year with option to renew on an annual basis for an additional four years for a total of five years of service. Proposals should outline what, if any, costs will require an initial capital investment, annual on-going investment, and monthly service fees detailed over a 5 year period.

Whenever software, materials, equipment, process, or article is indicated or specified by patent, or proprietary name, or by name of manufacturer, that specification shall be deemed to be followed by the words "or equal." Contractor may, unless otherwise stated, offer any material, process, or article that shall be substantially equal or better in every respect to that so indicated or specified.

No substitutions shall be made until approved, in writing, by the District. The burden of proof as to equality shall rest with Contractor.

If the software, materials, equipment, process, or article offered by Contractors is not, in the opinion of the District, substantially equal or better in every respect to that specified, then Contractor shall furnish the item in dispute specified without any additional compensation.

Contractor shall notify the District in writing of any requested substation at least seven (7) days prior to submission of proposal.

The scope of work of this RFP is centered on a successful configuration, maintenance and ongoing support for the SUSD network based on best practice industry standards for all areas identified which includes at the minimum the following:

1. Solution for Virtualization Server Hosts and Software: Eliminate as appropriate individual servers at each site. Configure and install high availability, highly reliable, and redundant virtual server environment at the District Office. At the minimum the solution shall include:
    - N+1 VMware Cluster
    - Storage: SAN or HyperConverged
    - Software: Windows Server licensing
    - Network Equipment: 10Gb connectivity
2. On Boarding Tool: Ruckus Cloudpath subscription
3. Advanced Trouble Ticket System (help desk and reporting)
    - District will provide a single point of contact
    - Contractor will triage and assign requests
    - Client portal, analytics, and reports
    - Discovery with reporting
    - Centralized Documentation Platform
    - Remote Control Agents
    - Network Monitoring
    - Server and virtualization monitoring
4. IT Procurement
    - Consultant procurement department
    - End user device recommendations
    - Warranty management
    - Preferred vendor partnerships with preferred educational pricing
    - Assist with technical third party contract services (E-rate, NASPO, MHEC, etc).
    - Assist with technology planning for new school sites and modernization of school sites (None planned at this time)

5. Technology Management – Daily
    - Emergency after hours support for critical business systems (including weekends when necessary (weekend work would be rare))
    - Extended non-critical service hours (7:00 am – 6:00 pm M-F)
    - Management of recurring renewals
    - Monitoring, alerting & maintenance
    - Vendor review and facilitation
6. Strategic Planning
    - Infrastructure review by network engineer and entire technology team
    - Infrastructure review by EDU account manager
    - End user device forecasting
    - E-rate planning and guidance (work with District's E-Rate internal team and E-rate consultant)
    - Recommendations for customer technical team support around technical training and education
7. Support Infrastructure)
    - Network
    - Backups
    - Servers
    - Virtualization
    - Wireless (Student device load balancing and network access)
8. Help Desk
    - Mobile devices (laptops, smart phones, tablets)
    - Peripherals
    - Printers
    - Staff and certificated user workstations
    - Pre-testing assessment and validation (SBAC, MAPS, etc.)
9. Security
    - Management of PaloAlto firewall, firewall security services and AlienVault Security appliance
    - Health checks of PaloAlto Firewall to comply with security policy best practices
    - Real time event monitoring of critical assets during normal business hours
    - PaloAlto Firewall integration with MineMeld threat intelligence feeds
    - Monthly - Web based security awareness training campaigns via KnowBe4
    - Monthly - phishing assessments via KnowBe4
    - Endpoint Protection Monitoring on up to 1000 endpoints
    - Ongoing dark web scans to identify exposed credentials
    - Review of dark web scans by contractor's security team
    - Respond to security alerts during normal business hours (M-F 7:30 am to 5:00 pm)
    - 10 hours remediation hours monthly (Endpoint Detection and Response Licensing (EDR))
    - 10 remediation hours per year for security issues outside of normal business hours.

Onboarding:. Contractor will be expected to provide a solution to bring all systems to industry accepted best practice for configuration, performance, and security hardening, and to improve routine performance and stability. SUSD expects the successful respondent to begin remediation of these concerns in parallel to onboarding end user support/help-desk, and implementation of management and monitoring functions. Complete solution implementation should be in place no later than September 30, 2019.

System Enhancements: Additionally, as outlined, SUSD is planning an upgrade of telecommunications infrastructure. Successful respondent will be expected to support this transition as well as to engineer, plan and design services in the future (including equipment, software, and license agreements) for other system enhancements, including installations and upgrades of new and existing systems as needed or directed by SUSD.

Documentation: Successful respondent will be expected to ensure proper documentation for the implementation of new technology, general management and operations. This includes basic user communications around IT practices to secure network such as onboarding/off boarding practices or addressing SPAM and phishing attempts, and virus protection. Respondent shall develop procedural documentation.

Network Administration: Successful respondent will be responsible to provide general and routine maintenance and monitoring of SUSD‘s IT infrastructure including Wi-Fi systems, switches, firewalls, routers and other network and security devices. Respondent will also perform the installation and maintenance of network devices and servers, and patches and upgrades as needed to stay current with security and configuration standards and best practices. Respondent shall implement a proactive monitoring system of the network equipment including alert notifications to in the event of device failure to monitor and report on network performance and capacity, etc.

Respondent will be responsible for adding, deleting or changing user network and domain accounts and ensure that each account is working efficiently and effectively free of errors. Respondent shall develop procedural documentation and back-up plans.

Hardware/Software Administration: Successful respondent shall manage hardware, software, and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Respondent shall ensure scheduled preventive maintenance for equipment is promptly performed including changes, upgrades, patches, etc. Respondent shall also initially carry out and coordinate with SUSD Technology Personnel the installation and maintenance of printers, scanners, phones (physical and software based), servers, network devices and other computer peripherals. This includes all configuration management, and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user is critical.

Security and Backup Services: Successful respondent shall ensure that all servers, desktops and laptops are protected by antivirus and anti-malware software and that adequate firewalls are in place and configured to prevent unwanted intrusion into the network and end user devices.
Procedures shall be implemented to notify SUSD management when system securities are breached. Successful respondent shall perform regular security audits and notify SUSD’s management immediately of suspected breach of security or intrusion detection. Respondent shall also manage a backup system and process to prevent loss of data and functionality as well as reduce downtime. (Note that at this time SUSD has not yet implemented a comprehensive backup, disaster recovery, email archiving solutions. This is expected to be addressed as part of the IT roadmap; respondent will be expected to support implementation).

Help Desk: Successful respondent will initially coordinate and diagnose and correct desktop applications issues, configure all computers for standard applications; identify and correct end user hardware problems and perform advanced troubleshooting; create and maintain MAC/PC/hand held device images; install PC’s, laptops, tablets, printers, phones (physical and software), peripherals, and software. Respondent shall have access and be available during normal business hours with after-hours support required for system upgrades or emergencies. Successful respondent must be capable of supporting Apple Mac OSX and iOS devices,

Android devises, Microsoft Windows 7 and Windows 10 devices. Experience with JAMF MDM software is a plus.

Software/Hardware Procurement: Successful respondent will be required to support SUSD's procurement policies for hardware/software to include obtaining quotes from vendors, interfacing with vendors on renewals, and supporting build vs. buy analysis.

Leadership Reporting: Successful respondent will be expected to produce weekly and monthly dashboard reporting on the health of the SUSD network and systems for executive stakeholders. Respondent will also be required to participate in regular leadership briefings.

Please note, these are high level tasks to help inform bidders' proposal narratives and budget. Final contract Scope of Work with be based on SUSD needs, the selected bidders proposed timeline and approach (see section 2.0), and final negotiations with the selected bidder prior to contract award.

1.2 Contract Period

SUSD intends to award one contract with a base year that will begin on July1, 2019 with the option for an additional annual renewal up to four additional years through June 30, 2024.

1.3 Organizational Overview & Governance

SUSD is a local governmental agency providing public school services to students in grades Transitional Kindergarten through 8th grade. Primary funding is provided by state and federal sources.

1.4 Eligible Applicants

For-profit and nonprofit organizations, public agencies, consortiums, and/or a collaboration of these organizations are all encouraged to apply. Consortiums, joint ventures, or collaboration of organizations with complementary skills and experience are encouraged to apply, but proposals need to clearly identify one legal entity as the prime respondent that will hold contracting responsibilities and liabilities.

1.5 Addenda to this RFP

SUSD may revise any part of this RFP and will release an addendum that will be posted on SUSD's website, sylvan.k12.ca.us. Respondents are responsible for checking the website to remain informed about the process and any changes that may affect the RFP. If respondents have difficulty or problems accessing the website or downloading information, contact Carol Smith at 209-574-5000 ext. 233 or csmith@sylan.k12.ca.us

1.6 Right to Cancel

SUSD reserves the right to delay, amend, reissue or cancel, all or any part of this RFP at any time without prior notice. SUSD also reserves the right to modify the RFP process and timeline as necessary. This RFP does not commit SUSD to accept any proposal or execute an agreement with any bidders, nor is SUSD responsible for any costs incurred by the respondents in the preparation of responses to this RFP. SUSD reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal and to award the contracts in whole or in part as is deemed to be in the best interest of SUSD. SUSD reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of SUSD.

1.7 Submittal of Proposals

SUSD must receive proposals no later than 1:00 p.m. PST, Wednesday May 29, 2019. Proposals should be clearly labeled, bound, and sent to Carol Smith at 605 Sylvan Ave., Modesto, CA 95367. Proposals should be marked with the title of "TECHNOLOGY RFP – [name of bidder] RESPONSE"

Late proposals will not be accepted.

1.8 Questions and Answers about the RFP

All questions about this RFP must be submitted in writing to csmith@sylvan.k12.ca.us with the name of the RFP in the subject line. The final day to submit questions will be on May 23, 2019, at 9:00 a.m. PDT. Questions received after that time will not be answered.

All questions and answers will be posted online at https://www.sylvan.k12.ca.us/purchasing SUSD will post answers to questions by May 24, 2019, at 4:00 p.m.

1.9 Mandatory Job Walk

A Mandatory Job Walk is scheduled for May 21, 2019, at 8:00 a.m. at the Sylvan District Office, 605 Sylvan Avenue, Modesto, CA 95350.

2. Proposal Submission

Section	Section Title	Page Limit(s)
2.1	Cover Page	1 page
2.2	Proposal Narrative	15 pages
2.3	Project Budget	1 page

2.1 Cover Page

Include company name, address, phone number, website and federal tax identification number, as well as the name, phone number, email, and electronic signature for the person authorized to negotiate the contract and make decisions for the organization.

2.2 Proposal Narrative

The written narrative portion of the RFP cannot exceed 15 double-spaced pages. Content beyond the 15-page limit will be removed before proposals are evaluated. Proposals that do not include a proposal narrative will be disqualified and will not be considered for funding.

Respondents must address the following sections in the proposal narrative:

2.2.2 Organizational Qualifications and References (25 points)

- Please provide an overview of your organization and your organization's experience and qualifications for similar sized projects; includes demonstrating that your organization has sufficient size and depth of management, financial strength, resources and services to support the need

- Please provide at least three references for other clients where you have provided the same/similar services

- Please describe the experience and qualifications of the project lead/project manager and other key members of the project team. Indicate what certifications your staff hold, including Microsoft – Server and Network (AD) Administration, Office 365, Windows Desktop, Cisco, VMWare, Apple, and any other relevant certifications

- Please provide a timeline with key milestones and roles of responsibilities of contractor and SUSD to achieve each milestone. Examples of a sample Integration Plan for onboarding a client such as SUSD which includes tasks, duration, dependencies for deployment, etc. strongly preferred

- Please provide specific risks you see related to this project and how your organization will manage/mitigate these risks through your project management approach.

2.2.3 Solution Profile (30 points)

Please address the following:

- General
  - Approach for providing Managed IT Services, performance tuning, and security hardening
  - Platforms and tools you use for remote management, monitoring, access, documentation, project management, reporting, and automation
  - Defined tiers/levels of service
  - Model for dedicated staffing assignments vs. rotating positions
  - Support for special projects
  - Experience with transition to co-location facility as well as site moves
  - Any third party out-sourced partnerships for installation, support, etc.
  - Organization's account management, support teams, processes, etc.

- Planning & Project Service
  - Description of Ad-hoc project services you can provide, including architecture and implementation, strategic planning and forecasting, Disaster Recovery and Business Continuity planning as well as pricing models for any additional costs, if relevant
  - Proactive approach to system enhancements
  - Procurement and purchase ordering process
  - Relationships with VARs and OEM channels that you have. Include details on any margins/incentives/commissions or other form of compensation you receive
  - Communication strategy for communicating routine and urgent notifications to end users and management including: system upgrades, outages, remediation, security warnings (virus alerts, phishing concerns, system breaches), etc.

- Help Desk Support
  - Solution for end user support including staffing model
  - Hours of operation both during and outside normal business hours, weekend and holidays
  - Options available for contact outside of normal Help Desk hours, if needed
  - SLA response time options
  - Standards for ticket resolution and customer satisfaction surveys

- Network
  - Approach to provide installation, maintenance, configuration management, patching and monitoring for network devices

- Mechanisms to stay current with security and configuration standards and best practices.
- Communication methods and approach to communicating with end users about outages, maintenance cycles, etc.
- Approach to performing regular security audits, addressing breaches/intrusion, preventing loss of data and functionality as well as reducing downtime

- Reporting and Documentation
  - Approach to documenting implementation of new technology, general management and operations.
  - Weekly and monthly dashboard reporting on the health of the network
  - Other reporting tools

2.3 Project Budget (35 Points)

Please provide a clear and concise budget that outlines all monthly service delivery costs as well as any software or start-up/activation costs. Budget should clearly specify pricing approach (e.g.by user, machine, task, hourly rate). Both start up and annual costs will be a consideration in vendor selection. The prices quoted should be valid for a period of 3 years, and summarized in the following format. Upon conclusion of the 3rd year, the district will enter into negotiations for an additional 2 years of service. 2 additional years of estimated costs are required.

	Cost FY19-20	Cost FY20-21	Cost FY21-22	Cost FY22-23	Cost FY23-24	Grand Total FY19-20 to FY23-24
Solution for Virtualization Server Hosts and Software (See #1 pg 25)						
On-Boarding Tool: Ruckus Cloudpath (#2 pg 25)						
Trouble Ticket System (#3 pg 25)						
Information Technology Managed Services (#4-9 pgs 25-27)						
Total Cost						

Budget should include pricing for a blended model of support; note that SUSD currently has 2 IT Technicians, 1 IT secretary, 1 Instructional Coach to support educational technology, and 2 oversight administrators (non-IT administrators). One oversight administrator will be designated as the SUSD contact.

2.4 In Person Interview (10 Points)

Respondents who receive the highest score and within 10 points of the highest rated proposal will move on to the oral interviews. Respondents will be allowed 30 minutes for oral interviews to walk through their proposed solution. The Panel will ask a series of questions to allow respondents to clarify or highlight aspects of their proposal. The respondent's authorized negotiator or delegate and at least one key technical resource must be in attendance for the oral interview. The respondent is limited to a presentation team of five individuals. Finalists will be notified of interview time slot via email.

3. Evaluation Criteria and Contract Award

3.1 Evaluation Criteria and Access to Evaluation Information

An RFP Scoring Panel will score and rank proposals and make a recommendation for funding. The selection will be based upon proposal information supplied by the respondent in response to this RFP.

The following details the points assigned per section:

Proposal Section	Point Value
2.2.1 Organizational Qualifications and References	25
2.2.2 Solution Profile	30
2.3 Project Budget	35
2.4 In Person Interview	10
Total Points	**100**

3.2 Contract Award

The RFP Scoring Panel's recommendations will be finalized and all bidders will be notified of the results by June 26, 2019.

3.2.1 Negotiation/Contract

The respondent's designated authorized negotiator must be empowered to make binding commitments for the successful respondent and its subcontractors, if any. SUSD reserves the right to negotiate the final terms of the contract agreements with the successful respondent(s). Items that may be negotiated include, but are not limited to, the scope of work, the implementation schedule, and the final award amount. If any respondent recommended for funding fails to provide services outlined in the agreement and proposal, SUSD may use an alternate respondent to perform services upon board approval.

3.3 Conflict of Interest

A completed **Conflict of Interest Disclosure Form – Attachment E** must be submitted even if there are no actual or potential conflicts of interest.

3.3.1 Cooling Off Period

SUSD's Board of Trustees shall not approve or contract with, and will reject any bid or proposal submitted by an individual or entity who within the preceding twelve (12) months was themselves or employs anyone who is a current, dismissed, separated, or formerly employed person of SUSD, and:

a) Was employed in any position(s) of substantial responsibility in the area of service to be performed by the contract; or

b) Participated in any way in the negotiations, transactions, planning, arrangements, or any part of the decision-making process relevant to the proposed contract/service agreement, or was or is employed in a role of substantial responsibility in the same general subject area as the proposed contract.

This prohibition will apply to any qualified person(s) leaving the employ of SUSD, and will apply at all times during the twelve-month period beginning on the date the person left the employment of SUSD, and will apply to any procurement issued or contract executed within that twelve-month period. Potential respondents must detail any Cooling off Period disclosures on the **Conflict of Interest Disclosure Form - Attachment**. The Board of Trustees may, upon a showing of special circumstances that would justify the approval of such a contract, waive this cooling off provision.

3.4 General Provisions

3.4.1 Contract Terms, Insurance and Litigation Warranty

The RFP, any addenda, and the respondent's response shall also become part of the contract agreement between SUSD and the respondent. The respondent shall indicate in its proposal any exceptions that the respondent takes to the terms and conditions in the **Contract General Provisions – Attachment** or to any of the contents of this RFP. Contract terms required by the respondent must be included or attached to the respondent's proposal.

Respondents, by submitting a proposal, warrant that they are not currently involved in litigation or arbitration concerning their performance as it relates to the same or similar services to be supplied pursuant to the referenced contract and that no judgments or awards have been made against the respondents on the basis of their performance in supplying the same or similar services, unless such fact is disclosed to SUSD in the proposal(s).

Disclosure of litigation will not automatically disqualify the respondents; however, SUSD reserves the right to evaluate proposals) based on facts surrounding such litigation or arbitration.

3.5 Appeal Process

Only respondents to this RFP may appeal the results if the procurement process was violated in some manner, and/or Federal, State, and/or SUSD procurement guidelines have been violated. An appeal will not be allowed to contest individual scores, the rating system, disqualification, or dissatisfaction with the evaluation results.

The appeal process is:

- A written letter of appeal will be sent to Yvonne Perez, Assistant Superintendent of Business Services to yperez@sylvan.k12.ca.us including:
- Evidence for appeal and the specific relief sought.
- The written appeal must be received by SUSD within five business days from the date the RFP recommendation is posted on SUSD's website.
- An appeal review panel appointed by the SUSD Board of Trustees will review the appeal.
- The panel will review the appeal and collect information. At their discretion, the panel may request a meeting with the respondent and SUSD staff, and/or use other methods to gather relevant information.

- Once all the information is gathered and reviewed, the panel will issue a written decision to the appellant and SUSD's Board of Trustees.
- The decision of the appeal review panel will be final.

3.6 Restriction on Disclosure

Confidential information: Any information deemed confidential or proprietary by respondent must be clearly marked and identified by respondent as such and include an explanation of why such information is exempt from disclosure under applicable law.

Such identified confidential or proprietary information will be protected and treated with confidentiality to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

If respondent does not mark information as confidential or proprietary, SUSD will treat the information as public. All sections of the proposal including attachments are subject to release.

Proposals will be received, maintained and disclosed to the public consistent with the California Public Records Act and the Freedom of Information Act. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. Respondents should be aware that SUSD is required by law to make its records available for public inspection and copying, with certain exceptions (see California Public Records Act, California Government code §§6250 et.seq. and the Freedom of Information Act, 5 U.S.C. §552).

SUSD will not notify respondent of requests for release of information or that SUSD released data unless SUSD receives a request for information previously marked and identified by respondent as confidential or proprietary. If SUSD receives a request for release of such previously marked and identified confidential or proprietary information, SUSD will notify respondent of such request to allow respondent to challenge such request consistent with applicable law.

Respondent, by submission of materials marked confidential or proprietary, expressly acknowledges and agrees that SUSD will have any obligation or liability to the respondent in the event a court of competent jurisdiction compels the disclosure of these materials.

Any data to be returned should be so marked by respondent and will be returned if not essential to the proposal or contract record.