

JOHN HANCOCK CHARTER SCHOOL

IT SERVICES RFP QUESTIONS & ANSWERS

For questions asked before Friday, March 10, 2023 at 2:00 pm

Posted Thursday, March 16, 2023.

Q: Does the "PA/Paging System" include classroom amplification?

A: Yes.

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Q: In the RFP packet it mentions in Section V, no. 3, part C, 'The Sample Technology Plan provided...' I am not able to see where the sample provided is located.

A: One of the RFP requirements is that the bid winner will help JHCS develop and execute a technology plan. Sample technology plans can be found at schools.utah.gov. Our assumption is that in-state respondents will know what is required for Utah schools.

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The section we are having questions on here are under Exhibit A, under Scope of Work/Deliverables, and then under sub-header Management and physical maintenance of property and equipment, Core Network Products of the RFP.

Core network products:

There are four main subscription services and certificates that Provider will maintain and deliver.

This area of maintenance and support is identified and managed by Provider. These are billed as required to maintain the subscription or renew the certificate. They are:

1. Annual SSL Certificate Renewal. (There can be multiple SSL Certificates). How many SSL Certificates annually need to be renewed? For which sites are these used?
 - a. A: Currently there are three certificates: 1) secure site at registration.johnhancockcs.org, 2) www.johnhancockcs.org, and 3) SSL cert for Google IDP SSO.
2. Provider -hosted offsite email gateway annual subscription. What is the service that is currently being used and what number of mailboxes are currently part of this service.
 - a. A: Google Workspace. ~1200 accounts, both student and staff.
3. Annual internet filter and classroom management subscription. What is the current internet filter being used? What is the current classroom management subscription in use.
 - a. A: iBoss internet filter. GoGuardian is the classroom management tool.
4. Firewall annual Subscription. what is the current firewall in use and subscription plan?

- a. Firewall is part of the new campus build-out and hasn't been determined yet. The existing campus uses NG Firewall (formerly Untangle). The plan would be to consolidate around the same solution for both campuses.
1. How many teachers, faculty, and staff will be employed?
 1. A: Teachers/Staff – 100; Students: 1100
 2. Will the teachers be using a Windows operating system?
 1. A: NO. Most will start on ChromeOS, and then will transition to MacOS
 3. Will the school have a chromebook plan with 1-1 student ratio?
 1. A: Yes. Chromebooks w/touchscreens are the device we've been using and will continue to use
 4. Does the current scope of services include preparing the new campus location with technology for the upcoming school year?
 1. Yes

We will look for the answers to these questions when they are posted on March 14.

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- How many staff will we be supporting? I know there are 1100 students,
 - A: 100 staff
- How many buildings will need support (Needed for AP / WiFi /switch planning)?
 - A: 2
- How many classrooms? Number of student work stations per classroom?
 - A: 55 classrooms between both campuses.
 - A: We use chromebooks in a 1:1 situation so there will be as many of those devices as students – 1100.
- Will work stations be wired or wireless? If both, what is the approximate number to be wired? Wireless?
 - A: the majority will be wireless. There are/will be 4 wired drops per classroom, but most likely no permanent workstations there. There WILL be 4 wired workstations in the office of the new Eagle Mountain campus.
- Is there fiber or network cabling already ran to Classroom/Staff offices?
 - A: There will be ~4 drops per classroom/room, which will already have cable run to them.
- Will there be 1 or multiple ISP Points of Presence?
 - A: 1 per campus
- What is the current count of Network Infrastructure devices. (Number Firewalls, Routers, Switches, Physical Servers, Virtual Servers)?
 - A: Since we only have 1 campus at the moment the counts are as follows:
 - 1 firewall on a physical machine
 - 1 router
 - 6 switches
 - 1 iBoss server

- 1 virtual VOIP server hosted in AWS
 - 1 Bell system server
- How many end points will be required (are we 1 to 1 with student ratio or will there be less or more)?
 - A: Our intent is to have the most optimal and efficient endpoint deployment. Which means if 1:1 with student ration meets that criteria, then that would be acceptable. However if having less better meets that criteria, then that's what we would expect. We anticipate that a site scan and mapping would be required for optimal endpoint placement.
- Will there be print resources in each classroom or centralized print? Student accessible?
 - A: Centralized print resources, some of which should be student-accessible.
- Will there be an internal IT support or will the selected provider be full IT support?
 - A: Selected provider would be expected to provide full support, under the direction of the district IT Director and System Administrator.
- Are there equipment racks, communication closets or a centralized IT data center location(s) within the building?
 - A: Yes. The existing campus has a data closet; the new campus will have a data closet.
- What are your computer network goals for the next 2 years (business or IT-related)?
 - A: Stable and fast networking; network infrastructure improvements to the existing campus.
- Are there any roadblocks or pain points you anticipate facing with achieving your goals?
 - A: none at the moment
- Is there a specific IT budget we should be working within?
 - A: Part of the expectation is that the provider will help the school determine the most efficient budget as part of the technology plan.
- What type(s) of data are you using and/or creating on a daily basis?
 - A: Student data mostly; documents, spreadsheets, presentations, etc.
- Do any of your employees bring personal devices to work or will students be using personal devices on the network?
 - A: we will have need for a Guest wifi network.
- What security risks are you most concerned about?
 - A: Unauthorized student access to network resources