

## TECHNOLOGY SUPPORT VENDOR PROPOSAL

Date: 17 February 2016

To: CWCKC Board of Directors

From: Ryan Brennan, Regional Office Manager

Re: Technology Support Vendor Proposal

A critical element of our school operation will be the technology and communication support. This arena includes: computer hardware/software, internet service, telephone service (including internal speaker communication), building security/access, and a "help desk" support feature. This technology infrastructure will support three pillars of our school: operations, classroom instruction, and external communication. To that end, we have met with and solicited bids from various companies throughout the past two months.

Upon receiving recommendations from our EdOps provider as well as peer charter schools, we met with three companies:

- Company A
- Company B
- Company C

After an initial meeting with each company, it was clear Company C could not meet our specific start-up needs so we moved forward by soliciting formal bids from Company A and Company B. A comparison of those bids follows.

### Hardware - Computers

<u>Company A</u>	<u>Company B</u>
<b>Lease option only.</b> CWCKC would lease an "education package" from Company A on an annual basis. All equipment would remain the property of Company A. All maintenance, warranty issues, physical upgrades/refreshes would be included in the package.	<b>Purchase option only.</b> CWCKC would purchase all hardware from CC. Purchases are custom and at CWCKC's direction. Any repair/warranty work is covered under the support agreement, but upgrade/refresh is CWCKC's responsibility.

### Software - Computers

<u>Company A</u>	<u>Company B</u>
Since Company A owns the computers, they would be responsible for network and OS licensing. CWCKC would be responsible for user access licenses and school-specific software.	CWCKC would be responsible for all network and user licenses (extra cost) as well as school-specific software.

Phone Equipment & Service

<u>Company A</u>	<u>Company B</u>
VOIP included in quote (assuming Google Fiber as internet provider). If they are not, recommended we go with digital phones for an extra cost (due to reliability issues).	Gave the same recommendation.

Speaker/Broadcast

<u>Company A</u>	<u>Company B</u>
Classroom speakers would be included on each classroom telephone.  If we would like hallway speakers, they can supply for a minimal extra charge.	Classroom speakers would be included on each classroom telephone.  They are not able to provide hallway speakers.

Outgoing Robo-Call/Robo-Text

<u>Company A</u>	<u>Company B</u>
Did not include in quote, can provide equipment to do so at an additional charge.	Did not include in quote; can have a sister company provide the service at an additional charge.

Building Security/Access

<u>Company A</u>	<u>Company B</u>
Did not include in quote (can possibly use existing equipment); can provide equipment to do so at an additional charge.	Did not include in quote; can have a sister company provide the service at an additional charge.

Help Desk/Support

<u>Company A</u>	<u>Company B</u>
Local help desk (6a-6p) included. On-site response (if needed) included. On-site "live in" support can be contracted for an additional cost.	Local help desk (6a-6p) included. On-site response (if needed) included. On-site "live in" support can be contracted for an additional cost.

eRate Compatibility

<u>Company A</u>	<u>Company B</u>
Certified provider. Cannot consult (legally, one company cannot do both). Highly recommends using a consultant for first 1-3 years; can recommend some with education experience.	Not a provider nor a consultant. Works with a company that is a provider and will funnel all eRate materials through them.

Other Notes:

- Both companies are supportive of our cloud-based environment and would have no trouble creating and working in it.
- After walking-through the Broadway building, both companies expressed a willingness and ability to “back into” existing infrastructure that was salvageable. Both strongly urged that they work alongside (actually, ahead of) the General Contractor to protect the salvageable equipment and cabling from demolition/removal.
- Both companies have experience in a multiple-academic-application environment.
- Both companies feature a customizable, scalable firewall and content filtering program.
- Neither company is minority- or female-owned.
- Both companies are owned and operated in Kansas City. Company A has a national reach (their data center is in Chicago, for instance) while Company B focuses locally.
- Neither company’s quote includes hardware/software for a Computer Lab.

Year 1 Cost

These costs do not factor in any eRate eligible reimbursements and, again, do not include Computer Lab equipment, Wi-Fi equipment, building access control/security systems, hallway speakers, and outgoing robo-call/text.

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	1-Time Computer Hardware Purchase
Computer Software Licensing	1-Time Computer Software Licensing
Phone Service/Management	\$29,375.00
<b><u>\$43,011.32</u></b>	1-Time Telephone System Purchase
	\$12,169.67
	Annual Managed Services
	\$23,581.44
	Total Year 1 Cost
	<b><u>\$65,126.11</u></b>

Years 2-5

Looking further ahead to our next four years of school, each company's projected expenses are below. Again, these costs do not factor in any eRate eligible reimbursements and, again, do not include Computer Lab equipment, Wi-Fi equipment, building access control/security systems, hallway speakers, and outgoing robo-call/text.

Year 2 (adding 2<sup>nd</sup> Grade)

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	1-Time Computer Hardware Purchase
Computer Software Licensing	1-Time Computer Software Licensing
Phone Service/Management	(adding 1 grade; replacing others)
<b><u>\$64,800.00</u></b>	\$12,000.00
	1-Time Telephone System Scaling
	\$3,000.00
	Annual Managed Services
	\$24,760.51
	Total Year 2 Cost
	<b><u>\$39,760.51</u></b>

Year 3 (adding 3<sup>rd</sup> Grade)

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	1-Time Computer Hardware Purchase
Computer Software Licensing	1-Time Computer Software Licensing
Phone Service/Management	(adding 1 grade; replacing others)
<b><u>\$86,400.00</u></b>	\$15,000.00
	1-Time Telephone System Scaling
	\$3,000.00
	Annual Managed Services
	\$25,998.54
	Total Year 3 Cost
	<b><u>\$43,998.54</u></b>

Year 4 (adding 4<sup>th</sup> Grade)

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	1-Time Computer Hardware Purchase
Computer Software Licensing	1-Time Computer Software Licensing
Phone Service/Management	(adding 1 grade; replacing others)
<b><u>\$108,000.00</u></b>	\$18,000.00
	1-Time Telephone System Scaling
	\$3,000.00
	Annual Managed Services
	\$27,298.46
	Total Year 4 Cost
	<b><u>\$48,298.46</u></b>

Year 5 (adding 5<sup>th</sup> Grade)

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	1-Time Computer Hardware Purchase
Computer Software Licensing	1-Time Computer Software Licensing
Phone Service/Management	(adding 1 grade; replacing others)
<b><u>\$129,600.00</u></b>	\$21,000.00
	1-Time Telephone System Scaling
	\$3,000.00
	Annual Managed Services
	\$28,663.39
	Total Year 5 Cost
	<b><u>\$52,663.39</u></b>

Projected 5 Year Costs

<u>Company A</u>	<u>Company B</u>
Computer Hardware Lease	Total Years 1-5 Cost
Computer Software Licensing	<b><u>\$249,847.01</u></b>
Phone Service/Management	
<b><u>\$431,211.32</u></b>	

Recommendation

When comparing the two companies side-by-side, there are many similarities and two key differences.

Both companies seem very good to work with, have very similar help desk support, and can access the same tertiary services (robo-calling, building cameras, etc.). Company A is a certified eRate provider while Company B is not. There seems to be no decided eRate advantage with either company; neither is a certified consultant, so we will need to additionally hire one. Both companies have existing eRate relationships they can leverage.

A critical difference between the companies lies in the product ownership – Company A offers a lease package and Company B offers their equipment for purchase. Company A will continually refresh our equipment so we stay within a pre-determined range of technological newness, but they ultimately retain asset ownership. With Company B, any refreshing/upgrading would be CWCKC’s responsibility (those purchases are estimated within the 5-year projected cost above), but we would own the asset.

Secondarily, there is a difference in contract status. Company A only offers their services on a 5-year contract – more specifically, a 5-year contract that resets every time new hardware is added to the package. Therefore, each year we add a grade level (and add the resulting computer infrastructure), the contract term resets and we are locked into another 5-year package. Conversely, Company B does not operate on a contract status; we can utilize their services on a month-to-month basis.

Therefore, in looking at:

- Similar functionality, support, and service,
- Similar eRate experience and limitations,
- A more expensive lease v. a cheaper purchase option
- A resetting long-term contract v. a monthly service option,

I recommend partnering with Company B at this time.