



**Roselle School District 12
Statement of Work
for Renewal of
IT Managed Services**

Roselle School District 12 has identified the need for Managed Services, providing management of the current environment, On-site Technology Coordinator/Director, to support day to day IT related tasks. DYOPATH will also be providing Virtual CIO, PMO services to develop and implement the district's technology roadmap to bridge the gap between current state and future needs. Start date July 1, 2022 ending June 30, 2023; with an auto renewal option through June 30, 2024, unless DYOPATH is notified by the District with a 30 day written notice. DYOPATH will provide the following services and resources to Roselle School District 12 during this time frame:

Hourly Monthly Support: 15 Hours Per Month

● **Virtual CIO Services:**

Supports Vision, Supports Major Initiatives, Supports Decision Making, Provides Technology Leadership for District. The primary responsibility for this role is to lead the entire technical vision with all initiatives at District from a high level. The vCIO should be at all District Leadership Meetings that require Technology Support and all District Technology Committee meetings. All major decisions and projects should run through the VCIO.

- Technology Planning (Short-term; Long-term)
- 21st Century Classroom Integration
- 1:1 Vision and Roadmap
- Technology Vendor Liaison
- Professional Development and Change Management Roadmaps

● **Project Management and Task List Manager:**

The primary responsibility for this role is to ensure that expectations are met regarding timelines, commitments and ownership of responsibilities for all parties relative to technology goals and initiatives. The PMO should be at all District Leadership Meetings that require Technology Support and updates.

● **Level 2 Support:**

- Certified Engineer Support

- Professional Development Support

One (1) On-Site Field Engineer:

Day-to-Day Management of Help Desk Support and School Technical Needs – The primary responsibility for this role is to help end users with technical challenges and needs on a day-to-day basis and to lead the other on-site technical resources to excellent support, as needed. Field Engineer should escalate issues and projects to the VCIO and Resource Field Manager for direction. Field Engineer is responsible for communication relating to client satisfaction; help desk reports and overall technical state to VCIO, PMO and Resource Field Manager for communication back to the District.

Field Engineer Services: Includes but not limited to.

- Manage the day-to-day functions of using technology within the district including, but not limited to, network, e-mail, and various software systems.
- Support of Macintosh (OS X and OS X server) and Windows (Desktop/Surfaces/Server) operating systems, iOS devices (I pads, Ipods), Google Console, including knowledge for VMware.
- Ability to deploy software using Network/Server/MDM based software installation for OS X, iOS.
- Knowledge and Support of Workgroup Manager, Open Directory and Active Directory, Google Console.
- Installation of all new desktop computers, servers, and computer related equipment (printers, peripherals).
- Install and troubleshoot use of interactive teaching solutions:
 - Promethean Boards
 - Interactive White Boards
 - Interactive Projectors
- Repair and replace non-functioning computer equipment.
- Create, maintain and update all required computer images.
- Install and Support Educational software and updates as necessary and maintaining software license compliance records.
- Support telephone system issues as necessary and facilitate repair requests. Maintain appropriate physical security and control on all computer assets across the district.
- Maintain Inventory records of all equipment (purchases, placements, repairs and final dispositions).

- Maintain a working knowledge of all computer related equipment in order to facilitate timely troubleshooting and repairs.
- Performing other duties as assigned.
- On-Site Staff redundancies for DYOPATH Field Engineer (back-up for multiple vacation and sick days).
- DYOPATH services are provided as part of an annual or multi-year agreement. Services will continue to be performed while buildings are closed for scheduled time off during the holidays or summer break. Services may also be performed remotely if the buildings are closed for any other reasons. During these times, DYOPATH will determine what services will be performed based on the needs of the school. This will not constitute a discontinuance of service while buildings are closed or schools are out of session.
- On-Site core hours determined by district.
- With written notice the District can request DYOPATH resource replacement.

WAN/LAN Management & Monitoring 24/7

Management & Monitoring was specially designed for clients who seek a consistent layer of monitoring and remote remediation so that maximum uptime is achieved. Our solution prioritizes resources to focus as much on the *Infrastructure Layer* as the WAN to manage and monitor every component of your network at the most comprehensive level.

Highlights & Features:

- ✓ 24/7 Pro-Active Monitoring
 - With 24x7 Proactive Monitoring, signs of impending problems will never go unnoticed. Our team will be notified immediately of any potential problems, prompting real-time remediation, saving you countless hours of frustration and lost productivity.
- ✓ Software Patch Management
 - Continual scanning of your servers for vulnerabilities and the implementation of pre-screened patches and repairs will keep your servers running securely and efficiently.
- ✓ Server Optimization
 - By receiving real-time updates and automatic disk maintenance, your voice and data servers will operate faster and with little-to-no disruption.

- ✓ Disk Drive Utilization Thresholds
 - Safe data capacity thresholds are established from the onset; we are alerted of any diminishing capacity, enabling us to recommend and deploy more adequate long-term storage strategies.
- ✓ System Status Reports
 - Automated reports will keep you informed of the state of your servers as well as enable us to recommend any necessary modifications and/or upgrades to maximize performance.
- ✓ Server Audit and Inventory
 - Continuous auditing provides real-time detail of all hardware and software of each and every server, alerting us of any significant change, prompting us when corrective action must be taken.
- ✓ Bandwidth Usage Monitoring
 - Identification of those users with the highest bandwidth consumption enables us to readily pinpoint the cause of bottlenecks and quickly remediate to maintain optimum performance.
- ✓ IT Vendor Liaison
 - From Internet Service Providers (ISP's) to software vendors, DYOPATH leverages its existing partnerships to expedite resolution of almost any issue that may arise.
- ✓ Remote Support
 - Real-time remote 24x7x365 technical support.
- ✓ Phone Support
 - Need to talk to a live person? Call our support line at 866-609-PATH. Your call will be answered in less than 60 seconds by a certified support engineer 24x7x365.
- ✓ On-Site Support
 - If and when remote assistance is inadequate, DYOPATH will dispatch one of our highly trained professionals to fix the issue onsite as part of Level 2 support.

Terms & Conditions:

1. **Term:** The rate for these Monthly services: (Note: Monthly Services includes all travel expenses.)

Item	Monthly Rate
IT Managed Services	\$12,982.70
Total	\$12,982.70

2. **Consumer Price Index:** The total monthly fee as outlined above will increase upon annual renewal by national CPI or 3%, whichever is greater.
3. **Resource Turnover:** In the event of turnover, DYOPATH reserves the right to renegotiate rates based on current market value to replace labor attrition.

ACKNOWLEDGMENT

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement by their duly authorized representative intending to be legally bound by this Agreement.

DYOPATH, LLC

Client:

Signature:	Signature:
Print Name: Patrick Clary	Print Name:
Title: President	Title:
Date:	Date:

* This Agreement (including but not limited to a Renewal, Statement of Work, Quote or a Proposal) is governed by the DYOPATH Managed Services Agreement ("MSA"), effective on the date this Agreement is signed. The provisions set forth under the MSA are incorporated into and made part of this Agreement as if the terms and conditions were fully set forth herein. Any additions or changes to this Agreement must be set forth in a modification and agreed to by DYOPATH and Client.

* The DYOPATH MSA is available at <https://dyopath.com/resources/legal/MSA> and will be sent to Client upon request.

* This Agreement is valid for 30 calendar days from the following date on this document.