

Sharon Williams, Ed.D.
Superintendent of Schools

To: RIMSD 41 Board of Education
From: Dr. Sharon Williams
Cabinet Champion: Troy Bevans, IT Director
Date: September 9th, 2025
Re: MainstreamUSA Contract Services Renewal

The Rock Island–Milan School District has partnered with MainstreamUSA, Inc. since October 1997 to provide maintenance and technical support services. Their ongoing assistance is essential in supporting the Technology Department with maintenance and repair of Apple devices, printers, scanners, storage equipment, Chromebooks, all coordinated through the district’s internal technology ticketing system.

In May 2025, the Board approved the 2025–2026 contract with MainstreamUSA in the amount of \$79,000. However, this amount did not account for Chromebook repair equipment and additional contracted services purchased through the organization. During the 2024–2025 school year, the district’s total expenditures with MainstreamUSA were \$96,279.50.

To address these needs, it is recommended that the Board of Education approve an addendum to the 2025–2026 MainstreamUSA agreement in an additional amount not to exceed \$31,000. This addendum will bring the total contract, not to exceed, \$110,000, inclusive of the previously approved \$79,000. The agreement will be funded through the Technology Department’s Contract Services budget and will remain in effect from July 1, 2025, through June 30, 2026.

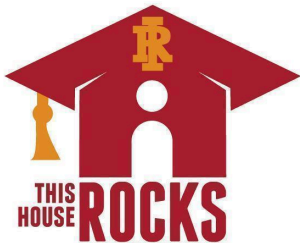
Investment Period: July 1st, 2025 through June 30th 2026

Total Investment: \$31,000.00 additional requested for a total not to exceed \$110,000.00

Funding Source: Technology Dept. Budget

Rock Island-Milan School District #41

2000 7th Avenue, Rock Island, IL 61201
309-793-5900 x10210 | 309-793-5905 fax
Sharon.williams@rimsd41.org
www.rimsd41.org



Sharon Williams, Ed.D.
Superintendent of Schools

To: RIMSD 41 Board of Education
From: Dr. Sharon Williams
Cabinet Champion: Troy Bevans, IT Director
Date: May 13th, 2025
Re: MainstreamUSA Contract Services Renewal

The district has partnered with MainstreamUSA, Inc. for maintenance and technical support services since October 1997. Their ongoing support plays a vital role in assisting the Technology Department with the maintenance and repair of Apple devices, printers, scanners, storage equipment, Chromebooks, and other hardware—managed through the district’s internal technology ticketing system.

As an Apple Certified repair facility, Mainstream USA provides on-site service for most issues, helping to minimize downtime and ensure fast, efficient repairs. Their hands-on, responsive support directly contributes to the daily operational continuity of technology services across the district.

It is recommended that the Rock Island–Milan School District #41 Board of Education approve the 12-month contract renewal with Mainstream USA, Inc., located at 101 19th Avenue, Moline, IL, in the total amount of \$79,000.00, to be paid in monthly installments of \$6,583.33. This agreement will be funded through the Technology Department’s Contract Services budget and will be valid from July 1, 2025, through June 30, 2026.

Investment Period: July 1st, 2025 through June 30th 2026

Total Investment: \$79,000.00

Funding Source: Technology Dept. Budget

Rock Island-Milan School District #41

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Contract for Service Form

Rock Island-Milan School District 41

VENDOR NAME: Mainstream USA EMAIL: brian@mainstreamusa.com

ADDRESS: 101 19th Ave, Moline, IL 61265

DATES OF SERVICE TO BE COMPLETED: SY 25-26

SCHOOL DISTRICT CONTACT: Troy Bevans

COMPENSATION: \$ 79,000

DESCRIPTION OF DUTIES:

Computer repair and maintenance services as outlined in the contract agreement.

Is this a Subscription/Software: Yes or No

If NO, go to next section. If YES, complete below, then go to next section (no vendor signature)

Subscription/Software Name: N/A Website: N/A

Subscription/Software Start Date: N/A End Date: N/A

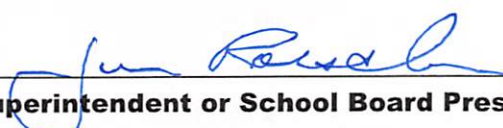
SOPPA Approved: Yes or No

Requesting School: Admin

Budget Code: 1-5-080-016-2660-3160-0

Signature of Vendor: _____ Date: _____

Signature of Budget Administrator: Troy D. Bevans Digitally signed by Troy D. Bevans
Date: 2025.05.07 14:40:53
-05'00' Date: 05/07/2025



Superintendent or School Board President

May 13. 2025

Date

Contracted Service Agreement for Computer Repair and Maintenance

This agreement is entered into this 13th day of May, 2025, by and between MainstreamUSA Inc, Moline, and Rock Island/Milan School District No. 41, for computer repair and maintenance services.

For remuneration as listed below, MainstreamUSA, Inc will provide the following services:

1. Preventative maintenance on all Apple Computer equipment, to minimally include: cleaning, installing and upgrading software (software supplied by the Rock Island/Milan School District), diagnostic check, inspecting connections, setting up hard drives, etc. All Apple equipment of the District shall have preventative maintenance work performed at a minimum of once every twelve months. A report of all preventative maintenance work completed shall be provided to the District Technology Department.
2. Maintain all Apple computer equipment and software in the District to achieve a 99% operational level during the school operating hours. Maintenance is to include software, configuration of files, application software, system software, file server and LAN software for Apple labs, monitor repair, CPU repair. (Parts are to be supplied by the Rock Island/Milan School District and may be purchased through any vendor selected by the District including, but not limited to MainstreamUSA, Inc.)
3. Maintenance and repairs will be done on site when appropriate. The on-site service shall be rendered within four (4) hours after notification of needed repairs. The service should be performed in such a manner as to not disrupt the education process of the schools. Whenever it is necessary to remove equipment from the building for repair, MainstreamUSA, Inc is to disconnect, pick up, repair, deliver, reconnect and test equipment upon its return. Equipment taken from the building shall be returned within two (2) business days of removal.
4. Chromebook Hardware troubleshooting/repair and support for district in-warranty and out-of-warranty units. System software troubleshooting for units and pickup/delivery, as required.
5. Supporting Apple computer local area networks (LANs) that connect with Windows LANs and the District wide area network (WAN).
6. Monitor and track the repairs/maintenance completed. A report of all work completed will be made to the District Technology Department within 24 hours after work is completed.
7. Meet regularly with the District Technology Department to review and discuss work in progress. Decisions of replacement versus repair will also be made at these meetings.

