

**Maria Montessori Academy
Evaluation Committee Statement
RFP for IT Services Provider**

Background

Maria Montessori Academy (the “school”) issued an RFP for an IT Services Provider on March 12, 2025. The school posted the RFP on its website from June 9, 2025 to June 18, 2025. The deadline to submit a proposal in response to the RFP was June 18, 2025, at 3:00 pm. One company submitted a proposal to the school. Eminent Technical Solutions, LLC (“ETS”) was the only offeror.

Evaluation and Scoring of Proposal

The Evaluation Committee on this RFP was Kacee Weaver, Sara Dunn, and Nekane Welch. They reviewed and scored the proposals on July 2, 2025. Together they determined that ETS’s proposal met the minimum requirements of the RFP, that its pricing and terms were reasonable, and that it would be in the best interest of the school to award the contract to ETS.

Based on the Committee’s review of the proposal, ETS (a) has the requisite experience and qualifications to provide quality IT services; (b) has successfully done this type of work for the school and for other charter schools in Utah in the past. The Committee awarded ETS 70 out of 70 possible points for non-cost criteria and 30 out of 30 points for cost criteria, for a total of 100 out of 100 points.

Award Recommendation


The Evaluation Committee recommends to the school’s Board of Directors that it award the contract for IT Services to ETS for a period of five years.



// Maria Montessori Academy

RFP Response for IT Services Provider

The following contains a **comprehensive plan** to provide excellent Information Technology services to Maria Montessori Academy.

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Eminent Technical Solutions, LLC | 1103 N 1600 W, Layton, UT 84041 | 801-758-7300
www.etscorp.com

Maria Montessori Academy
Attn: Kacee Weaver
2505 N 200 E
North Ogden, UT 84414

June 18th, 2025

Dear Kacee,

To assist Maria Montessori Academy with its search for an IT Service Provider, Eminent Technical Solutions, LLC (ETS) is excited to have the opportunity to submit our proposal and showcase our extensive experience in providing excellent technical support and managed services to charter schools.

Our approach is centered around our clients' unique needs where we solve the problems technology creates so you can enjoy the full capability and benefits of your school's technical infrastructure. We are confident that ETS will provide the level of support your organization needs to keep your technology running at peak performance. We guarantee your satisfaction.

From all of us at ETS, we appreciate your time and consideration in reviewing our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Barrett', with a horizontal line extending to the right.





Eminent Technical Solutions, LLC (ETS) is the *right choice* for your managed IT services. Our knowledgeable staff is trained in a wide variety of technologies focused on charter schools so that we may better assist you for all your computer and technical needs. We are available around the clock to provide you with quality service. ETS is fully licensed, insured, and bonded. The following is an overview of the nature of the services ETS provides.

We will:

- Help you reduce your overall IT costs:
 - Provide a low, flat hourly rate (educational rate).
 - Provide free comprehensive IT audits.
 - Review existing contracts and services.
 - Provide access to volume purchasing prices.
 - Provide access to a pool of pre-vetted vendors and providers to lower your monthly costs.
 - Assist in complying with state guidelines by gathering multiple bids for equipment.
- Deliver outstanding support for your charter school:
 - ETS has provided support for charter schools since 2008.
 - ETS is the best and most innovative IT solutions provider for charter and private schools in the State of Utah.
- Support and maintain your specialized software applications:
 - State Testing, SIS/Aspire, Internet Filtering, Remote Assistance, etc.
- Provide 24x7x365 support for the school's staff, administration, and board.
- Improve and optimize network systems and network security.
- Provide dedicated Project Management to oversee project details.
- Meet with administration regularly to establish and maintain a 5-year comprehensive school technology plan.
- Provide the school with comprehensive IT analyses and documentation for all IT systems.
- Provide the school with a single point of contact for all your IT needs, as well as guidance on technical matters related to UEN, USOE, and other governmental entities.
- Provide access to our full-featured online helpdesk for work requests & project management.
- Provide professional development and training by licensed educators and other industry professionals.

It is our goal to solve the problems technology creates so you can enjoy the benefits of your technology. We are dedicated to delivering solutions to meet your needs. We will keep your technology running smoothly so you can focus on being able to maintain, grow and improve Maria Montessori Academy.

Response – Section V

- A) ETS has served as an independent contractor in the delivery of technical solutions for many schools. It is understood that ETS would act as an independent contractor while providing the described services to Maria Montessori Academy.
- B) ETS desires to enter into a Service Agreement and continue a mutually beneficial relationship with Maria Montessori Academy as its IT Services Provider. ETS provides tailored technical solutions for the specific needs of the school, meets regularly with the administration to maintain a long-term technology plan, maintains the network, and provides updates and upgrades as needed. ETS also acts as a purchasing consortium for its clients, leveraging purchasing power and lowering costs for everyone.

Qualifications and References

- a) **The company and services offered.** ETS is a local, Utah-based company headquartered in Layton, Utah. We have provided high-quality technical solutions to our customers for over twenty years (since 2004) and have been working directly with charter schools for over seventeen years. ETS has a staff of 60 full-time employees.

ETS offers a wide range of services and solutions that include but are not limited to: Managed IT Services, network design, network security (both internal and external security), wired and wireless network design, cloud-based solutions, on-site support, remote support, student information systems support, student testing support, web hosting, web development, customized mobile apps, teacher blogs, professional development, low-voltage cabling (voice and data), security cameras, door access control systems, security systems, paging, classroom audio amplification systems, classroom audio/visual, electrical services, VoIP phone systems and Internet services.

We offer solutions from the ground up. This means we are experienced in working with schools during all phases of their development. We assist school boards and administration with web pages, email solutions, and consultation from start-up through being fully established. We offer consulting and installation on low-voltage wiring and electrical for new buildings and additions. ETS builds and maintains a robust and scalable IT infrastructure, keeping ahead of the curve on future requirements and initiatives the State deploys that schools need to comply with. We ensure

our work is completed to the highest standards. ETS provides ongoing professional development for the school's staff to make technology more useable and accessible. We understand that a school's needs change from year to year, and we are there to support you each step of the way.

- b) **Experience and Track Record.** ETS has established a reputable working relationship with many charter schools. We are passionate about developing partnerships with educators to allow students to have the best possible technical experience at school.

With our experience working with charter schools, ETS has become very familiar with the unique challenges and needs they are faced with. ETS understands the complexities that are involved in securely connecting your entire, geographically separated campus together under a seamless and secure network.

We know precisely what it takes to make a school run properly, implement usable and long-lasting technology, and can solve any issue a school may face in a timely and efficient manner. We can tailor an individual solution built on a solid technological foundation to suit the needs of your school.

At ETS, we understand that budgets are limited; schools that work with ETS benefit from the volume purchasing power of all our schools and clients combined, thus making your dollars go further. ETS acts as a central consortium for equipment procurement for the schools we work with. Our volume discounts are passed directly to the school. Furthermore, ETS provides beneficial value-added services to the school at no additional cost.

- c) **Products offered and supported.** ETS is vendor-neutral and will work to supply the school with the correct solution at the best price. We will not choose a vendor based upon margin or preference but based on the idea of "the best tool for the job."

To be able to provide very competitive pricing and a variety of options to its clients, ETS has established itself as a partner with vendors. Some of these include Microsoft, Apple, Dell, HP, Cisco, Epson, Sharp, Samsung, Ubiquiti, Citrix, Ingram Micro, Meraki, Netgear, Audio Enhancement, SWIVL, ProComputing, and VMware. A complete list is available upon request.

With our selection of product vendors, ETS is able to offer hardware solutions that include but are not limited to: routers, switches, content filters, firewalls, servers, wireless networking, desktop computers (PC and Apple), laptops (PC and Apple), Chromebooks, mobile labs, wired labs, tablets (all varieties), digital display devices (projectors, flat-panel TVs, etc.), classroom amplification systems, enhanced communication equipment for students with disabilities, document cameras,

scanners, printers and supplies, presentation tools, interactive whiteboards, video cameras, digital cameras, voice recording, student response devices, video playback, video conferencing, video/feed multiplexing, device stands and carts, cabling, headphones, and batteries. Other products include but are not limited to low-voltage wiring and structured cabling, racks/mounts, phone and paging systems, intrusion detection systems, security cameras, and door access control systems.

ETS offers software solutions specifically tailored to schools including campus licensing and other academic software procurement programs which will save your school thousands of dollars compared to traditional purchasing avenues. We offer software including the following: virtualization suites, server products, end-user operating systems, office suites, student information systems (SIS/Aspire, PowerSchool, Montessori Express, etc.), keyboarding and many others. The titles we carry come from vendors such as Microsoft, Redhat, Ubuntu, VMware, Symantec, Apple, SunBurst, Drude, Adobe, Zoom, Canvas, Student Learning Profiler, Mosyle, Safari Montage, Renaissance Learning, Typing Pal, SAGE, Broderbund, Pearson, Destiny, Alexandria, The Learning Company, and many more.

ETS also offers the following services to complement the above-mentioned products:

- Design and development of technology plans.
- Virtualization solutions and server design with implementation.
- Full management with onsite and offsite support, including regular patches and updates of core products and systems.
- Network connectivity (internet connection, content filtration, firewall, network switches, and remote/VPN access).
- Name resolution and IP management (two tiers of DNS: internal/external and DHCP/static.)
- Management of servers and services (DNS, Domain, Web, VPN, Mail, Print, File, and Backup).
- Microsoft Certified and Apple Certified (Windows Server 2012/2016/2019/2022, Windows 10, 11 Office 365, Exchange, and OS X).
- Design and maintenance of Web and FTP sites.
- User and network resources (usernames and passwords, logon scripts, network shares, and printers).
- Email management (users, addresses, global address books, SPAM control, Webmail access).
- User application - Microsoft Office 365, Google Apps for Education, Adobe products, and many other applications specific to your organization.
- System-wide backups (data backups of core services and user files; also includes regular data audit).
- System-wide patches and updates (server services, Windows, anti-virus, and user applications).

- Security risk removal (viruses, malware, spyware, ransomware, and network security scans internal/external).
- Full-featured Help Desk system for user requests (request from management/administration for specific projects and basic troubleshooting for users).
- Management of data and records (files, digital media, document management systems, and historical data).
- Documentation of systems and services (configurations, changes, designs, and implementations).

d) **Current Clients.** ETS currently serves hundreds of clients in multiple industries and sectors. We provide full-time IT service for 31 charter school campuses. We have also provided consulting services for dozens of other schools throughout Utah. We have participated in round-table meetings at the State Capital where technology in education was discussed with key players and educators.

Our diverse client base includes education, municipalities, law enforcement, public safety, water conservation, the federal government, and small to medium businesses specializing in engineering, trucking & transportation, energy conservation, automotive, HR management, construction, manufacturing, equipment distribution, accounting, payroll, benefits analysts, insurance, printing, and others.

ETS works hard to help the Charter movement in Utah by providing no-cost consulting to startup schools and boards looking for direction. We also actively participate by teaching classes on such topics as "Developing Effective Technology Plans," "Cyber Security," and "CIPA Compliance and Solutions for Internet Content Management." As the most innovative IT solutions provider for charter schools, we have demonstrated our ability to provide solutions that will meet your needs, at your budget, and according to your schedule.

Charter School Clients

Organization	Location	Working with ETS
Quest Academy (Elementary)	West Haven, UT	Since 2008
Syracuse Arts Academy - Antelope Campus (Elementary)	Syracuse, UT	Since 2009
Maria Montessori Academy (Elementary)	North Ogden, UT	Since 2010
North Davis Preparatory Academy (Elementary)	Layton, UT	Since 2010
Jefferson Academy	Kaysville, UT	Since 2010
Maria Montessori Academy (Jr. High)	North Ogden, UT	Since 2010
Syracuse Arts Academy - Antelope Campus (Junior High)	Syracuse, UT	Since 2011
North Davis Preparatory Academy (Junior High)	Layton, UT	Since 2011
Mountain Heights Academy	West Jordan, UT	Since 2011
Quest Academy (Junior High)	West Haven, UT	Since 2011
Mountain West Montessori	South Jordan, UT	Since 2014
Leadership Learning Academy (Layton Campus)	Layton, UT	Since 2013
Ascent Academies of Utah (Farmington Campus)	Farmington, UT	Since 2014
Ascent Academies of Utah (West Jordan Campus)	West Jordan, UT	Since 2014
Syracuse Arts Academy (North Campus)	Syracuse, UT	Since 2015
Ascent Academies of Utah (Lehi Campus)	Lehi, UT	Since 2015
Wallace Stegnar Academy	Salt Lake City, UT	Since 2016

Voyage Academy	Clinton, UT	Since 2017
Ascent Academies of Utah (West Valley Campus)	West Valley City, UT	Since 2017
Wasatch Peak Academy	North Salt Lake, UT	Since 2017
Legacy Preparatory Academy (North Campus)	Woods Cross City, UT	Since 2019
Legacy Preparatory Academy (South Campus)	North Salt Lake City, UT	Since 2019
Advantage Arts Academy	Herriman, UT	Since 2020
Quest Academy	Roy, UT	Since 2020
Wallace Stegner Academy (WVC)	West Valley City, UT	Since 2021
Promontory School	Perry, UT	Since 2021
Beehive Academy	Sandy, UT	Since 2022
John Hancock Charter School	Eagle Mountain, UT	Since 2023
Wallace Stegner Academy	Kearns, UT	Since 2024
Early Light Academy	South Jordan, UT	Since 2024
Ascent Academies of Utah	Saratoga Springs Campus 2	Since 2024

e) **References.**

Name	Organization	Phone Number	Email
Adam Gerlach	Wallace Stegnar Academy	801-867-5882	agerlach@wsacharter.org
Lani Rounds	Bridge Elementary	801-499-5180	lanir@bridgecharter.org
Krissi Hutchinson	Ascent Academies of Utah	801-690-2674	khutchinson@ascentutah.org
Anna Stanton	Voyage Academy	801-721-8214	astanton@voyageacademyutah.org

Additional references are available upon request.

f) **Personnel Qualifications.**

- i) At ETS, our technicians carry industry-standard certifications to ensure competency and professionalism when working in a school setting. Some of these certifications include but are not limited to CompTIA A+, Network+, Security+, RFID+, CISCO, Microsoft MCSE, MCP, Apple Certified, CISSP, VMware, ITIL, 3CX, Dell Certified Technician.

ETS brings many decades of IT support experience. ETS employees have degrees that include but are not limited to: Ph.D. in Computer Science, MAac, MBA, BS in Telecommunications Administration, BS in Business Management, BS in Accounting, BS in Applied Mathematics, BS in Computer Science, and BS in Management Information Systems.

In addition, a dedicated Operations Manager will be assigned to your organization to ensure your needs are met by assigning proper resources and managing project budgets and priorities. Your Project Manager will work with you to develop quotes and budgets for projects. Our project management team ensures our engineers and technicians have the correct resources to complete projects on time and on budget. ETS has a full-time Accounting Controller and staff with experience in serving charter schools to help with questions regarding billing and finance options.

- ii) An important consideration when hiring a new staff member at ETS is their ability to interact with people. We feel it is very important to have the social skills needed to work with people ranging from young students to administration. All of our employees are subjected to a rigorous screening process that includes verification of knowledge and credentials, a multi-agency background check, credit check, and drug testing. ETS employees are held to high standards of professional and personal conduct and are all familiar with and able to work in an educational setting. ETS also uses a unique two-employee system to ensure that no less than two of our staff are actively involved at your school. This provides better coverage and greater access to support personnel who are intimately familiar with the school and your needs.

Scope of Work, Specifications, and Requirements

- a) **Expertise, ability, and proposed plan to work with the school.** A noteworthy service ETS provides is that we work closely with each school's administrative team to develop a five-year technology plan to outline ways to accomplish the goals of the school and maintain compliance with the state technology standards. As we begin this process, it is important for us to understand the "why" of your organization. Once the "why" is established it becomes much clearer on "what" services, equipment, and support to provide as well as "how" to accomplish it. At ETS, we understand our "why"—we solve the problems that technology creates so that your school can enjoy the benefits of that technology in teaching and learning. We focus on solving problems and developing solutions that will put the school in the best situation possible to follow their "why." We maintain this five-year plan by meeting with the administration regularly throughout the year to discuss action items and accomplishments.

ETS keeps a close watch on new and upcoming technology and programs that are beneficial for schools and will help them save money. One example of this is assisting schools as they apply for initiatives and grants available for technology purposes. For several years running, the State Board of Education and UETN have offered a grant called the Digital Teaching and Learning Grant. ETS has spent time with several schools, attending meetings and preparing the necessary documentation. We have been very successful in helping the schools receive large amounts of funding to go towards special technology plans that will aid in using technology for learning in the classroom.

ETS is highly innovative and flexible with our approach to developing a technology plan for the school. ETS understands the school's budget constraints and we look for low-cost, high-quality alternatives for the school that will make technology simple to use and maintain. We set up a ubiquitous platform that is cloud functional. ETS will also assist the school in obtaining grants to enhance its technology. ETS stays up to date on all technology trends. We are constantly looking for meaningful ways to integrate technology into the classroom. Without an example technology plan, below are a few examples of technology we have used in classrooms.

Implementing technical equipment within a school requires a solid core network that can provide adequate bandwidth to each wireless device no matter where it is within the school building. As infrastructure grows and the density of devices increases, it is necessary to have corporate-grade switches and wireless access points that can handle the density of devices the school will have at any given time. Strategically placing these access points throughout the school is key. The individual devices should be set up and configured to provide the most pain-free experience for the intended users. The mobile carts that house the devices should be wired and configured cleanly and organized so that devices can be removed and replaced without impediments.

- b) Configuration of a core network and proper industry standards.** At ETS we understand that the best technology doesn't focus on technology for the sake of technology alone. For this reason, when we assist a school in designing its core network and information systems several factors are taken into consideration. These include but are not limited to the school's educational model, age of students, state requirements/regulations, and budgets, as well as industry standards and innovations that align with the school's vision.

In designing the network for a school, ETS considers the following items as fundamental design criteria for the school's wide area and local networks: geographic span, scalability, fault tolerance, security, and quality of service.

ETS utilizes an "outside-in" approach to network design which, on its surface, might sound counterintuitive. This approach and methodology can be explained in the following way: before new equipment or devices are deployed, the staff at ETS working with the school tech coordinator identifies the requirements for the devices. These requirements might include power, bandwidth, security accommodations, cabling, wireless, and the application requirements of each unique physical device or system, to determine the best topology and infrastructure to support it.

Most network designs focus on the core network and move out to the devices that run on it. This delivers a homogeneous network, but it ignores the needs of the devices themselves—and the benefits that these devices could potentially provide.

The outside-in approach turns the design on its head, focusing on the devices at the end of the network, and matching them with the most appropriate network switches, power distribution, and infrastructure. With the outside-in principle applied, the network is more efficient and optimized for all the devices that connect to it. This, in turn, ensures better performance and longevity of design through intention.

ETS network design includes the following industry standards:

IEEE 802.3, 802.3z, 802.3ab, 802.3ad, 802.3ae, 802.3ak, 802.3an, 802.3af, 802.3at, 802.3bt, 802.3ac, 802.1Q, 802.11ax, 802.11ac, 802.11n, 802.11a, 802.11k, 802.11r (Wireless Handoff and Roaming)

Specific to our design, ETS incorporates the following brands/specs/design concepts in our core network infrastructure: Redundant Cisco 10 GbE core routers and connected via redundant 10 GbE uplinks to Ubiquiti UniFi edge switches that provide 1 GbE service from edge to client as well as PoE(+)/Passive PoE for cameras and access points in addition to QoS for devices such as phones. The campus network is defined using 802.1Q and is separated into standardized VLANs

for the purpose of logical segmentation, organization, and security. The routing is handled via basic layer-3 switch and static routing. This topology provides a seamless network that functions the same throughout the entire campus. With the proliferation of wireless devices in the classroom, ETS has worked hard to keep the school up to date on wireless standards and has updated and replaced access points to meet industry standards. These standards include 802.11ax, 802.11ac, 802.11n, 802.11a, as well as 802.11k, r, and v (Wireless Handoff and Roaming). Prior to installation, device counts, and estimates are performed, radio and signal penetration surveys are performed, and ideal access point locations and numbers are identified. ETS prides itself on delivering the latest in software-defined networks.

In addition to the above-mentioned technologies, ETS designed a centralized datacenter to help reduce expansion costs. This datacenter is built on Dell PowerEdge servers and Dell PowerEdge storage systems with VMware and Virtualized Windows Systems for scalability and redundancy of core services and systems. In support of the school over the last five years and in the evolution of the school's tech plan, the role that the datacenter has played has evolved relative to the school's adoption of more Google Chromebooks and PCs. Its primary function is to virtualize key services and other services for redundancy. These include DNS, DHCP, Active Directory (SSO), LDAP, Archiving/Retention, Firewall/Unified Threat Management, Camera Systems, and Application Virtualization.

ETS provides both on premise backups for customers systems as well as cloud-based backups which run once every 24 hours. This provides bare metal as well as file-based backups.

ETS provides 24x7x365 monitoring of MMA systems. This monitoring includes monitoring of servers and related components, storage and related components, routers, switches, and access points. This monitoring includes coverage for local and wide area networks and covers the schools for both planned and unplanned outages. ETS will dispatch 24 hours a day to resolve issues and will advocate with outside providers on behalf of the school. ETS also maintains a stock of key components required to resolve outages related to failed equipment and has direct access to UETN and its highest levels of leadership to resolve issues. In addition to access to UETN, ETS also has access to resolve issues with CenturyLink, Comcast, CentraCom, and Utopia. These relationships are key in helping to keeping the school up and running smoothly.

- c) **Email system.** Schools have several options when it comes to email systems. The two most frequently implemented, and supported are Microsoft Office 365 and Google Apps for Education. Both systems offer the necessities required for charter schools, being scalable, secure, and auditable, and provide the necessary retention capabilities.

We work with schools to help them decide which solution will best serve their needs. If a school is more invested in a Chromebook platform rather than PCs, it makes sense to centralize the email system with Google Apps for Education and vice versa. This provides a single system to manage across the board rather than multiple systems with multiple usernames and passwords.

ETS will monitor, maintain, and update the school's email system while ensuring compliance with state laws regarding email for charter schools.

- d) Internet filtering.** ETS fully understands the legal and ethical obligations the school is under to filter Internet content under the Children's Internet Protection Act, in terms of acceptable use policy, training and education, and physical security and filtering solutions.

ETS implements a solution called iBoss for Internet filtering that is highly effective and complies with all Federal and State laws and regulations to keep teachers and students safe on the Internet. ETS takes Internet filtering very seriously and will work hard to be sure the school is fully protected. ETS also works with UEN to help the school take advantage of the no cost licensing that has been made available to the school for this product.

The iBoss system makes detailed reports that can be customized. Auditing reports for Internet browsing history are also available. These reports can be used to identify the specific device, users and timeframes:

- i) This solution will support any device that can access the Internet. This solution (iBoss) can be attached to school computers to provide the same filtering outside of the school or on any Internet connection that is on the school network.
 - ii) This system offers multiple filtering techniques. We have worked over the years to provide a filtering system that is word-based, algorithmically capable, and white and black list ready to provide the most granular of options in filtering.
- e) Phone service.** Assisting schools in defining specifications for phone services is something ETS is very familiar with. ETS has developed a VoIP phone solution that is significantly less expensive than competitive systems and provides a full feature set that allows the school to have a flexible and customized experience. ETS is the single point of contact when providing the phone solution for the school. We take care of all the interfacing with telecommunications providers, as well as support and maintain the phone system.

Along with phones, ETS is also able to implement paging and bell systems that integrate with door access security and video doorbell systems.

f) Alarm, Door Locking and Warning, Camera, and Vape Detection Systems. ETS has a dedicated team with the capability and capacity to support and maintain each of these systems as described. ETS supports a variety of systems for alarms, door access control, security cameras, and vape detection systems. Currently, Bridge utilizes Verkada for the vape sensing and alarm system, PDK for door access, and Avigilon for cameras. ETS installed these systems and is currently maintaining and supporting each system.

g) End-User Equipment Services.

- i) ETS has the expertise, tools, and resources to effectively deploy large groups of computers and tablets. Our system also provides a thorough inventory of devices as they are deployed. The systems and methods we use to deploy and inventory equipment are very efficient and will prove to save MMA time and money when compared to other solutions.
- ii) To provide a standardized configuration on PCs, ETS has worked with the appropriate providers to develop a customized imaging solution that does not require expensive licensing like many imaging solutions available. We work with the school administration to develop an image based upon the required software, settings and permissions. Dealing with Chromebooks, we have worked with Google Apps for Education since its inception and understand how to properly set up and manage this for the school allowing accounts for students and faculty/staff to be able to access their information. We work with Apple as well, to be current on the latest mobile device management systems for deploying large groups of iPads and other iOS devices.
- iii) It is important that we work closely with the board and administration to develop separate images for students and faculty/staff.

Student images are developed based on input given by administration and should have certain settings and permissions locked so the student is able to use the computer for the desired applications in their class, and not be distracted. Appropriate programs and applications can be installed for educational uses. Both personal and public student network folders will be available to save documents and assignments. Links for computer-based testing will be available for easy access.

Teacher images should provide more freedom of use than the student image. Collaboration with administration will also be necessary to be able to provide teachers and staff with the appropriate settings, permissions, and programs. There should still be a certain amount of control by the school on the teacher image so as to maintain uniformity with the computers, making them easier to maintain and manage.

- iv) Two different student monitoring software systems recommended by ETS are GoGuardian and LanSchool. GoGuardian has a better platform for Chromebooks, while LanSchool works best with PCs. These software programs provide the teacher with various abilities including real-time monitoring of student screens and the ability to manage and control student labs. These provide the ability to enhance classroom presentation by sharing the teacher's screen with students. Computers can be turned on and off remotely. They include features that help control distractions with granular control of an individual student computer or the entire lab as a whole. There is also a feature that allows LanSchool to be used as a student assessment tool for quizzes or exams.
- h) **Interactive classroom technology.** ETS has proved to be innovative and cost-effective when working with schools developing interactive classroom technology solutions. We noticed that many classrooms were becoming cluttered with too many devices and their corresponding accessories and cables. Many of these devices required replacement after only a year or two. We found options that could replace several devices in one single solution. Now many of the schools we work with have found that projectors, document cameras, classroom amplification, smartboards, etc. can be replaced by a large 75" television, Apple TV, and Apple iPad. The confusing wires and devices can all be consolidated into one solution that is wireless and simple to use. This is a solution that has remained relevant for several years as the technology has updated. The investment the schools made into this type of system has proved to be extremely beneficial.
- ETS will work closely with school administration in developing solutions for classroom technology that is centered around the goals of the school and the curriculum that needs to be presented. We can provide detailed quotes and replacement schedules that the school can use to budget for the technology. ETS can deploy and configure any solution to the school's satisfaction. We will continue to support and maintain the equipment throughout its useable lifecycle.
- i) **Standardized testing.** When developing an overall IT configuration for a school, ETS carefully follows the state testing standards for technology to be sure the school will exceed all

requirements. One of the most important aspects of having technology available for students is the ability to successfully access the exams required. ETS makes it a priority to verify the school is set up appropriately to accommodate testing.

ETS attends the information meetings at the State to ensure all our schools are in compliance with the requirements for testing. This process can change with state requirements. ETS works closely with school administration to ensure testing runs smoothly. We also assist with surveys and other questionnaires from the state to improve the testing process. We assist in the appeals process that may be required when the state's system causes disruptions and impacts testing.

- j) **Training and professional development.** ETS currently provides a wide array of training and professional development services to the schools we support. ETS strongly feels that to take full advantage of the technology implemented at MMA, professional development and training must be provided. We will be available to provide the training necessary for teachers to become efficient in the use of the technology provided to them by the school. ETS recommends that this be broken into several training sessions. These sessions could include but are not limited to:
- (1) A group setting that shows basic utilization of the provided technology.
 - (2) Team sessions, where individual grade-level teams work together with the training specialist to better utilize the technology.
 - (3) Individual sessions that will allow one-on-one training to further enhance the efficiency of the teacher with use of the equipment.

ETS can work with school administration to develop a training schedule/regimen that will be tailored to the specific needs of the school and its educators.

- k) **Comprehensive equipment procurement.** When you work with ETS you have access to a pool of pre-vetted vendors and providers to lower your costs. Some of these vendors include but are not limited to Microsoft, Apple, Dell, HP, Cisco, Ubiquiti, LG, Ubiquiti, Ingram Micro, Audio Enhancement, Lightspeed, SOPHOS, and VMware (complete list available upon request).

ETS is vendor-neutral and will work to supply MMA with the correct solution or product at the best price. This means that we will not choose a vendor based on margin or preference but based upon the idea of "the best tool for the job."

Schools that work with ETS benefit from the volume purchasing power of all our schools and clients combined, thus making their dollars go further. ETS acts as a central consortium for equipment procurement for the schools we work with. Our volume discounts get passed directly

to the school. Our volume purchase program gives each school access to multi-million dollar buying power. This has saved the schools we work with thousands of dollars each year.

- l) Assisting and advising the school in defining specifications and requirements.** ETS is fully qualified to advise the school in terms of equipment specifications and analyze technical requirements. We work closely with school administration to develop a standardized platform that will allow for better maintenance and management of the school's technology.

ETS keeps up on the latest trends in technology and looks for ways to implement them in the classroom. ETS understands the technical requirements when determining which equipment is needed to meet the goals of the school.

- m) On supporting the school's position on warranty rights.** When purchasing equipment, any warranties provided will be the property of the school. We believe the warranty resides with the owners of the equipment.

ETS is certified by multiple vendors to complete equipment warranty repair work. This provides the school with one point of contact, and a quick turnaround time on warranty repairs. ETS will gladly assist the school in managing warranty needs for the duration of the contract.

- n) Planning and decision-making with the administration and/or Board of Directors.** ETS has a positive track record of working with administrators and boards in planning and decision-making. ETS works with administrators and boards to advise them on their options and current trends/solutions. Based upon input and ideas from key players, ETS will provide a wide array of options and comparisons to assist with the decision-making process. We are very engaged and flexible in our approach. We will work with the school to keep a focus on the technology plan in place and help make decisions based on the goals that align with their "why."

- o) Approach to the management and inventory of equipment and licenses.** The mass deployment tool ETS uses contains a comprehensive inventory solution. The systems and methods we use to deploy, and inventory equipment are efficient and will prove to save MMA time and money when compared with other solutions.

In addition, ETS offers documentation and tracking of current software licensing.

- p) Approach to the management and administration of data and records.** Management of data and records includes files, digital media, document management systems, and historical

data. Management of the data also includes a thorough backup scheme. Data protection is important to the continuity of the school. It is also important to be prepared in the event of a disaster. ETS's methodology offers a two-pronged approach to data protection. First, we protect the core infrastructure on an image level. This means in the event a server is damaged or there is a hardware failure, ETS can restore this server to the previous state in a minimal amount of time. Second, ETS does a file-level backup. This allows ETS to restore a single file if it is damaged.

Additionally, ETS offers documentation of systems and services (configurations, changes, designs, and implementations).

- q) Approach to protecting against security breaches.** We take security and data privacy seriously at ETS. We realize that protecting this information is foundational in building confidence and in long-term relationships. ETS ensures that sound data governance policies are enacted and enforced to guarantee the privacy, safety, and security of confidential data. Such policies and procedures ensure that access to authorized data is secure and limited to authorized persons only. ETS provides school staff with a range of resources, training, and services to build their awareness and capacity to help implement such policies and procedures with precision.

Security training for all stakeholders is of great importance to ETS and is conducted annually for all current and new employees of both ETS and the school. The topics in this training include password management, anti-phishing/cyber security, data management and retention rules, cyberbullying, etc. Our training is based in part on the resources provided by The National Cyber Security Alliance and the State of Utah.

ETS provides semi-monthly external and internal security scans and will notify the school administration of any breach of the school's IT systems. If security issues are found, ETS will provide remediation and a written resolution of the issues. We will also coordinate remediation and notification/compliance efforts with the school's administration and legal counsel as well as law enforcement, as required. ETS also maintains the school's IT systems and provides semi-monthly patching and updating of devices, servers, switches, routers, firewalls, content filters, etc.

ETS provides real-time threat monitoring via IDS/IPS systems and real-time updates to threat and virus definitions. ETS works with UETN to request additional assessments and reviews of the school's IT systems. The services provided by UETN augment our current security & data management posture.

- r) **Procedures for responding to support requests.** ETS provides a full-service online helpdesk to the school which greatly improves communication and response times. This system provides transparency, helps the school control costs, and tracks the status of requests efficiently. The school will be given access to this online system. In addition, those who have been designated by the school to request services are also able to call or email support requests.

ETS uses a unique two-employee system to ensure that no less than two of our staff are actively involved at your school. This provides better coverage and greater access to support personnel who are intimately familiar with the school and your needs.

ETS offers both on-site and remote support to resolve your needs. We have found that each support request is different. Some requests may be resolved remotely, and others require an onsite technician. ETS is highly flexible in our approach when dispatching technicians for on-site support.

At ETS, we provide you with *the solution that meets your needs*. We don't force you to wait for a specific day to have your tickets resolved or make you pay for a certain block of hours.

ETS's staff is available 24 x 7 x 365 to assist the school with any need that may arise. Our average response time is 1 hour if not less, with resolution typically occurring inside of 24 hours. If a situation requires more time the appropriate parties will be advised and updated. Our technicians offer both on-site and remote support to ensure all support requests are handled quickly and efficiently.

ETS also provides reporting of all closed support tickets. This is done to ensure work is completed to the school's satisfaction, and that all tickets or requests are resolved.

- s) **Additional value-added services.** ETS provides many value-added services that will greatly benefit the school. ETS provides these services to the school at no additional cost. ETS actively donates back to the schools they support. ETS is also engaged in helping the school seek out grants and other donations. Below is a chart that gives a breakdown of ETS's value-added services which include but are not limited to:

Value-Added Service	Description
ETS Monitoring Service	Remote system health monitoring, with monthly remote security audits. Critical Systems Monitoring 24x7x365.

Help Desk	ETS offers a full-service helpdesk to the school, which greatly improves communication and response times. This system also helps the school to control costs and track requests efficiently.
Project Management/Consulting	ETS meets regularly (quarterly) with the school to maintain their technology plan and discuss any open concerns and future plans as they align with the school's vision and goals. ETS will also meet or participate in phone calls with the school anytime without cost.
Advocating	ETS is an active advocate for each of the schools we work with. We work closely with UETN, CenturyLink, Comcast, CentraCom, Utopia, iBoss, Microsoft, Google, Safari Montage, and Canvas on behalf of the school to provide the best possible outcomes and to look out for our school's best interests.
Purchasing Consortium	ETS acts as a central consortium for equipment procurement for the schools we work with. Our volume discounts get passed directly to the school.
Grant Writing	ETS will work with school administration to seek out grant opportunities, attend information meetings and workshops, and help write grants that align with technology, digital teaching and learning.

- t) **Hours of operation.** ETS maintains regular business hours from 8:30 a.m. - 5:30 p.m. Monday-Friday. We also schedule on-call technicians 24 x 7 x 365 for after-hours service. Our staff is available to address any issue that may occur after regular business hours.

All critical systems are monitored and in the unlikely event that an issue arises, we will inform the school before they are aware there is an issue. ETS staff is always available to assist the school with any need that may arise. Our average response time is less than 1 hour with resolution typically occurring inside of 24 hours. If a situation requires more time, the appropriate parties will be advised.

- u) **Willingness to enter into a service agreement.** ETS understands the needs of a school when it comes to information technology. With the years of experience that we carry providing service to schools, we know first-hand what works and what does not work. ETS provides full-scale solutions and does not believe in 'band-aiding' issues. We believe that doing something right the first time really saves time and money for everyone involved.

ETS is willing to enter into a service agreement based upon the example attached to the RFP in Exhibit A and is willing to negotiate these terms with the school prior to the commencement of the contract.

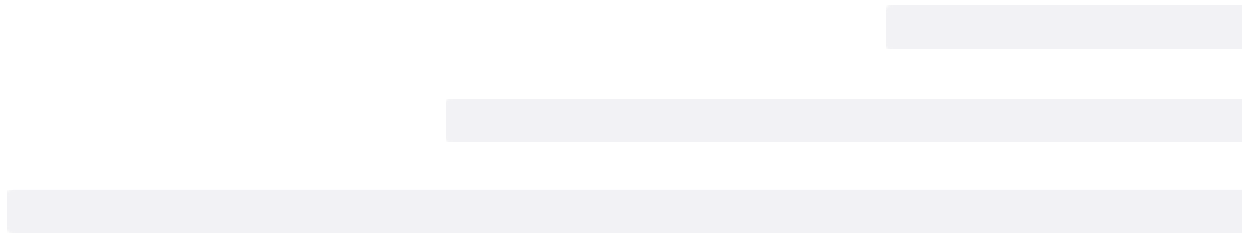


// Maria Montessori Academy

RFP Response for IT Services Provider

COST INFORMATION

The following contains a cost breakdown for IT Services.



Cost Information Notes

Exhibit B

A three-year outlook of the estimated costs associated with supporting and maintaining the school's overall IT including core network offerings and resuming a monthly allocated amount of time for onsite support.

Sample Technology Plan

An example of costs associated with student technology devices.

Additional discussion and negotiation are welcome regarding cost and services needed.



EXHIBIT B - ESTIMATE OF RECURRING COSTS

IT Managed Services										
Hourly Rate		YEAR 1: July 2025 - June 2026			YEAR 2: July 2026 - June 2027			YEAR 3: July 2027 - June 2028		
Hourly Rate - Support Calls & Work Orders 8:30AM - 5:30PM		\$125			\$125			\$135		
Hourly Rate - *After Hours 5:31PM - 8:29AM		\$188			\$188			\$203		
Services and Products		Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total
Maintenance and Support of the Core Network (see Exhibit A)		\$2,350		\$28,200	\$2,550		\$30,600	\$2,750		\$33,000
ETS Off-site Backup Annual Subscription (\$175/TB/QTR)			Per Use			Per Use			Per Use	
ETS Cloud-Hosted Unifi Controller (28 devices total)				\$700			\$700			\$700
Annual RMM Software** (11 servers)		\$67		\$804	\$67		\$804	\$67		\$804
Sophos Endpoint Protection**		Per Quote			Per Quote			Per Quote		
Firewall Licensing		Per Quote			Per Quote			Per Quote		
Office 365 Licensing**		Per Use			Per Use			Per Use		
ANNUAL SSL Encryption Renewal with Management (Includes up to 5 licenses)			\$150	\$600		\$150	\$600		\$150	\$600
Aspire Mailer Service				\$240			\$240			\$240
IT Managed Services - Total		\$2,417	\$150	\$30,544	\$2,617	\$150	\$32,944	\$2,817	\$150	\$35,344

Phone/Internet Services										
Hourly Rate		YEAR 1: July 2025 - June 2026			YEAR 2: July 2026 - June 2027			YEAR 3: July 2027 - June 2028		
Hourly Rate - Support Calls & Work Orders 8:30AM - 5:30PM		\$125			\$125			\$135		
Hourly Rate - *After Hours 5:31PM - 8:29AM		\$188			\$188			\$203		
Services and Products		Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total
Phone System Unlimited Maintenance & Support										
-Hosted VoIP PBX										
-Server Licensing and Maintenance (8 Pro Enterprise Server License)										
-Business Phone Connection for Fax, Fire, and Alarm (1 Quantity)										
-SIP phone lines (5 Quantity)										
-DID numbers for client use (21 Quantity)										
-User and Device ETS unlimited support (31 Quantity)										
- Taxes and Usage **										
IT Managed Services - Total		\$400	\$0	\$4,800	\$400	\$0	\$4,800	\$400	\$0	\$4,800

Low-Voltage Services										
Hourly Rate		YEAR 1: July 2025 - June 2026			YEAR 2: July 2026 - June 2027			YEAR 3: July 2027 - June 2028		
Hourly Rate - Support Calls & Work Orders 8:30AM - 5:30PM		\$125			\$125			\$135		
Hourly Rate - *After Hours 5:31PM - 8:29AM		\$188			\$188			\$203		
Services and Products		Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total
Door Access Control Maintenance (Qty.11) Pre-paid until 2027		\$0	\$0	\$0	\$0	\$0	\$0	\$110	\$0	\$1,320
Camera System Maintenance (Qty.69) Pre-paid until 2027		\$0	\$0	\$0	\$0	\$0	\$0	\$345	\$0	\$4,140
Low-Voltage Services - Total		\$0	\$0	\$5,460	\$0	\$0	\$0	\$455	\$0	\$5,460

Combined Total		Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total	Monthly	Quarterly	Annual Total
		\$3,272	\$150	\$40,804	\$3,017	\$150	\$37,744	\$3,672	\$150	\$45,604

Contract Notes									
<p>TERM. Billable term agreement will commence on 07/01/2025 (Effective Date).</p> <p>ETS BRANCHES (IT Managed Services, Phone/Internet Services, Low-Voltage Services). The initial term of this Agreement shall be for a period of three (3) years from the Effective Date. The Agreement may be renewed for up to two (2) additional one (1) year terms at Client's option.</p> <p>NOTES. Projects will be quoted outside of monthly support and labor will be billed at the referenced hourly rate.</p> <p>*After Hours Billing is rarely used but in the scenario in which the client requests work be performed after hours and such work cannot be accommodated inside the client/ETS stated hours of operations, such work will be billed as referenced above.</p> <p>**Software Licensing and Phone Tax & Usage are based on license count or per usage and may increase or decrease each month.</p> <p>When outside of an active service term agreement period, ETS, at any time, may increase client billing rate(s) to standard billing rate(s). Following completion of initial term, client may renew agreement at new contracted rate in addendum(s).</p>									

Maria Montessori Academy

Signature
Title
Print Name
Date

Eminent Technical Solutions

Signature
Title
Print Name
Date

SAMPLE TECHNOLOGY PLAN

Computers, Carts and Tablets	Per Unit Cost	Number of Units	TOTAL
Student Chromebook - 11 inch, 4 GB RAM, 64 GB eMMC (Minimum requirememnts similar to an 11 inch Dell Chromebook 3120)	\$ 329.00	30	\$ 9,870.00
Chromebook Mobile Charging Cart - lockabe to secure, charge, and transport between 30 and 36 Chromebooks.	\$ 1,249.00	1	\$ 1,249.00
iPad - 10th generation, 64 GB, Wi-Fi, 9.4 in. x 6.6 in.	\$ 329.00	30	\$ 9,870.00
iPad Mobile Charging Cart - lockable to secure, charge, and transport between 30 and 36 iPads.	\$ 1,249.00	1	\$ 1,249.00
TOTAL			\$ 22,238.00

Management, Setup & Miscellaneous	Per Unit Cost	Number of Units	TOTAL
Chromebook Management Console Fee	\$ 38.00	30	\$ 1,140.00
Setup cost - Chromebook (configuration of management console, account, OS settings, etc.)	\$ 65.00	30	\$ 1,950.00
Setup cost - iPad (configuration of any management console, account, OS settings, etc.)	\$ 65.00	30	\$ 1,950.00
TOTAL			\$ 5,040.00

**EVALUATION COMMITTEE
CONFLICT OF INTEREST/CONFIDENTIALITY STATEMENT**

I, _____, as a member of Maria Montessori Academy's evaluation committee for the RFP for IT Services Provider, will perform the evaluation in accordance with the Utah Procurement Code and applicable Utah Administrative Code rules.

Further, I represent as follows:

1. I, to the best of my knowledge, do not participate in social activities with vendors or contractors that: (a) will interfere with the proper performance of my duties; (b) will lead to unreasonably frequent disqualification of me from the procurement process; or (c) would appear to a reasonable person to undermine my independence, integrity, or impartiality.
2. I, to the best of my knowledge, do not have a conflict of interest with vendors or contractors in which the potential exists for my personal financial interests, or for the personal financial interests of a family member, to influence, or have the appearance of influencing my judgment in the execution of my evaluation committee duties and responsibilities.
3. I have not received any compensation from any employee, consultant, or anyone working for any vendor or contractor currently responding to a solicitation or who currently has a contract with the school.
4. I will not participate in any discussions or decisions relating to this RFP if I have any type of personal relationship, favoritism, or bias that would appear to a reasonable person to influence my independence in performing my assigned evaluation committee duties and responsibilities, or prevent me from fairly and objectively evaluating a proposal.
5. I will conduct the evaluation in a manner that ensures a fair and competitive process and avoids the appearance of impropriety.
6. I understand that all information contained in the proposals and information regarding the evaluation process is protected and cannot be unlawfully released or discussed with other offerors or individuals not involved in the evaluation process. I agree that I will not unlawfully discuss or share any information provided in the proposals or interviews with anyone other than the evaluation committee members and employees and/or board members of the school prior to the completion of the evaluation and selection process and I will not unlawfully discuss or disseminate the deliberations of the evaluation committee, the basis for the selection, or any information identified as protected.
7. I have read and understand the applicable Utah Administrative Code rules concerning possible conflicts of interest and I understand that I am subject to the Utah Procurement Code and the applicable rules of the Utah Administrative Code at all times during my assigned evaluation committee duties and responsibilities, and the subsequent administration of the awarded contract(s).

I have read this document and understand my obligations as explained herein. I further understand that I must immediately advise the school, in writing, if a conflict currently exists or arises during my term of service as an RFP evaluation committee member. I further understand that I must sign and deliver this statement to the school prior to participating in the evaluation process.

Evaluator Signature: _____ Date: _____

FINAL EVALUATION COMMITTEE SCORE SHEET

RFP for IT Services Provider

Name of Offeror: Eminent Technical Solutions, LLC

Names of Evaluation
Committee Members: _____, _____, _____,

Date of Scoring: _____

Points Recommended by Evaluation Committee for Non-Cost Criteria:

1. Experience (20 points): This criterion is based on the overall depth and quality of the offeror's experience providing the required services to Utah charter schools as demonstrated in the proposal. An offeror's experience working with current clients who are Utah charter schools will be weighted more heavily. (20 points possible) _____

2. Personnel Qualifications (10 points): This criterion is based on the demonstrated qualifications of the offeror's personnel. (10 points possible) _____

3. Quality of References (10 points): This criterion is based on the information obtained regarding the quality of the offeror's services from the references provided. Information obtained from references that are Utah charter schools currently working with the offeror will be weighted more heavily. (10 points possible) _____

3. Scope of Services (25 points): This criterion is based on the offeror's demonstrated expertise and ability to provide the full scope of required services to Utah charter schools. This criterion includes the offeror's willingness to enter into a service agreement on substantially the terms proposed. (25 points possible) _____

4. Responsiveness – Geographic Proximity, Remote Capabilities (5 points): This criterion is based on the offeror's geographic proximity to the school and its ability to otherwise provide required services in a timely manner, such as through remote access capabilities. (5 points possible) _____

Total Evaluation Points for Non-Cost Criteria (70 points possible) _____

5. Cost

(30 points possible) _____

This criterion is based on the offeror's budget and estimated pricing for providing the ongoing maintenance and support services as well as the equipment set forth in the Sample Technology Plan. This includes the offeror's ability to provide a budget that is thorough, specific, and supports the Sample Technology Plan.

Total Evaluation Points for Non-Cost and Cost Criteria (100 points possible) _____

INDIVIDUAL EVALUATOR PRELIMINARY NON-COST SCORE SHEET

RFP for IT Services Provider

Name of Offeror: Eminent Technical Solutions, LLC

Name of Evaluator: _____

Date of Scoring: _____

Points Recommended by Evaluation Committee for Non-Cost Criteria:

1. Experience (20 points): This criterion is based on the overall depth and quality of the offeror's experience providing the required services to Utah charter schools as demonstrated in the proposal. An offeror's experience working with current clients who are Utah charter schools will be weighted more heavily. (20 points possible) _____

2. Personnel Qualifications (10 points): This criterion is based on the demonstrated qualifications of the offeror's personnel. (10 points possible) _____

3. Quality of References (10 points): This criterion is based on the information obtained regarding the quality of the offeror's services from the references provided. Information obtained from references that are Utah charter schools currently working with the offeror will be weighted more heavily. (10 points possible) _____

3. Scope of Services (25 points): This criterion is based on the offeror's demonstrated expertise and ability to provide the full scope of required services to Utah charter schools. This criterion includes the offeror's willingness to enter into a service agreement on substantially the terms proposed. (25 points possible) _____

4. Responsiveness – Geographic Proximity, Remote Capabilities (5 points): This criterion is based on the offeror's geographic proximity to the school and its ability to otherwise provide required services in a timely manner, such as through remote access capabilities. (5 points possible) _____

Total Evaluation Points for Non-Cost Criteria (70 points possible) _____