

# RS Services, LLC

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**December 31, 2022**

Jamie Toop  
Director of fiscal Services  
White Pine Public Charter School  
2959 John Adams Pkwy  
Ammon, ID 83406

**Dear Ms. Toop:**

RS Services is pleased to offer this proposal for equipment upgrade for your internal network.

The people of RS services have been working in the IT industry for over a combined 50 years, including such organizations as: Bonneville Joint School District no.93, The Boeing Company, Take2 Interactive, Microsoft Xbox Game Studio, Aetna Healthcare, as well as smaller and local organizations in Idaho Falls. We feel this blend of large and small business experience helps us right-size solutions for you.

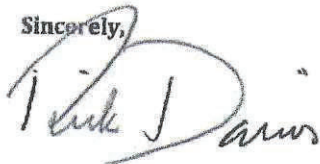
In Addition to IT expertise in the corporate world, RS Service has specialized in technology for public education for a combined total of 30 years. Our owners and employees are members of various education tech groups such as the IETA and others. We leverage this membership and experience to stay current on all developments occurring in Idaho and education. This results in our customers staying ahead of the curve.

RS Services is pleased to submit a bid for the 2023-24 school year, with an optional 2-year extension.

Enclosed you will find a quote for the CAT 2 e-rate 470# 230008050

Please refer to Exhibit 1 for our bid breakdown.

Sincerely,



**Rick Davis**  
RS Services, LLC

**SPN# 143046740**

## Exhibit 1: Scope of Services

### Description

#### Service-Level Agreements and Experience Fulfilling Agreements:

1. Terms: management, installation, configuration, troubleshooting, design, and acquisition of all internal broadband connections and services located at school sites. This includes routers, switches, firewalls, network endpoints, and network services, such as DNS, DHCP, OSPF, RIP and other network protocols.
2. SLA for Network Availability and Packet Delivery Rate of 99.99%  
RS Services can provide local support by top-level engineer at any given day of the year on the following response schedule:
  - a. Senior Engineer response:
    - i. Standard support response - 1-2 hours
    - ii. Elevated support response - less than 1 hour
    - iii. Emergency support response less than 20 minutes
  - b. Senior Engineer onsite:
    - i. Standard support onsite break/fix - within 1-2 days average
    - ii. Elevated support onsite resolve issue with 2-4 hours
    - iii. Emergency support onsite start troubleshooting - less than 30 minutes.
3. Education-Specific Technology Expertise:
  - a. All RS Services staff specialize in systems typically found in public education and have a demonstrable history of fulfilling education IT as they relate to internal broadband management design and administration. This includes but is not limited to:
    - i. PowerSchool
    - ii. Smartboard, projectors, presentation display systems
    - iii. IP Camera and surveillance systems
    - iv. Public address and Intercom systems
    - v. ISAT, I-ready and other testing software packages
    - vi. Google classroom and Google suite products
    - vii. LAN School, Desktop Authority and GoGuardian.
    - viii. Active Directory, NPS, DHCP DNS and other Network services
    - ix. Wi-Fi in the classroom, "Bring Your Own Devices", and computer lab management.
    - x. Web filtering for K12 products such as Lightspeed Systems, GoGuardian, iBoss, Barc and others.
    - xi. Chromebooks in K-12 environments.
4. Internal Broadband expertise specific to WPCS:
  - a. Our Staff have deep experience with the relevant systems listed in the 470-fact sheet. See Below
    - i. Force10 Networks - 19 years' experience
    - ii. Cisco ASA firewalls - 17 years
    - iii. Mist wireless access points - 6 years
    - iv. APC UPS's - 27 years.
5. Growth Clause: RS Services includes this growth clause in order to provide a mechanism for WPCS to grow their organization within the current framework of this contract. This allows both WPCS and RS Services, LLC to make appropriate billing increases due exclusively to the growth of the charter school. This growth could be from the following types as well as other growth types:
  - increased Student ADA (average daily attendance)
  - increased Staff headcount (teachers, paras, coaches, admin staff, etc)
  - Increased facility space (new buildings, remodels of existing buildings, portable classroom additions, etc.)
  - Increased device to student ratio ("1:1" initiative, new computer labs, etc)

6. Other Cost Factors: RS Services has been successful at finding low-to-no cost solutions for many ineligible goods and services. This have been fulfilled by arranging donations of both broadband technologies and services from other organizations in the community known to RS Services.
7. RS Services does not charge any sort of additional fees for early termination of the contract, nor additional start-up fees.

8. Price:

- a. **Monthly Recurring Cost: 1500.00 Monthly Reoccurring Flat Rate**

Comments

1. We bill at the end of each month to allow time for processing payments and e-rate requests for information and forms compliance.
  - b. **SPN# 143046740**

# Contract for Internal Broadband Management

## TERMS

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This is a contract between RS Services, LLC (RSS) and White Pine Charter School (WPCS) for providing management services for internal connections at White Pine Charter School. This service includes management, monitoring, troubleshooting, upgrading and configuration of all internal broadband connections. This covers the following: existing facility cabling plant, switches, routers, web and Internet filters, firewalls, ET AL.

The contract shall be in force from July 1<sup>st</sup>, 2023 until June 30<sup>th</sup>, 2026. If either party wishes to end the contract earlier, 30 days' notice from the initiating party is required.

Payments will be made once a month for \$1500.00 USD. To RS Services, LLC.

Access. WPCS will provide RSS access to the building and to all rooms that contain information technology equipment. This includes server rooms, classrooms, admin offices, computer labs, kitchen area, outside utility closets etc. This access must work 24 hours per day, 365 days per year.

Exception clause. RSS hires and employs professionals who actively hold full-time jobs in other school districts. While this gives many and marked advantages to WPCS, it does mean that response time to requests will vary. Immediate availability of an RSS tech will not be the same every time.

I hereby accept the terms of this contract on behalf of White Pine Public Charter School.

Signed,



Date:

1-27-23

I hereby offer the terms of this agreement on behalf of RS Services, LLC.

Signed,



Rick Davis

CTO, RSS

Date:

12/31/2022