REQUEST FOR QUOTATION (RFQ)

Non-E-Rate Technology, Communications, Security, Administrative, and Support Services

Glass City Academy

Board-Ready RFQ Document with Detailed Current Inventory Appendix

Document Field	Details
Issued By	Glass City Academy
Prepared / Coordinated By	Glass City Academy
Issue Date	11/10/2026
Proposal Due Date	2/1/2027
Board Review Date	4/8/2027
Primary Objective	Vendor consolidation, modernization, risk reduction, cost savings, operational continuity, and ongoing support for non-E-Rate services.

1. Executive Summary

Glass City Academy is requesting quotations from qualified vendors for non-E-Rate technology and operational services, including voice, fax, paging, physical safety and security, end-user support, educational administration, web hosting, document management, backup, and workflow services. Internet access, data transmission, internal network infrastructure, managed internal broadband services, and basic maintenance of eligible internal connections are intentionally excluded from this RFQ and are being procured separately via the E-Rate process.

Glass City Academy currently operates across multiple locations with services delivered through several providers. Vendor responses should provide a clear roadmap for service continuity, phased implementation, support ownership, and long-term lifecycle management for the non-E-Rate services included in this RFQ.

Glass City Academy is requesting pricing and planning that allows implementation to occur in phases. Glass City Academy may award one or more phases separately or together based on final evaluation.

2. Locations Included

Location	Service Address
District Office	14 N Erie Street, Suite 2A, Toledo, OH 43604
Downtown Campus	1000 Monroe Street, Toledo, OH 43604
East Campus	1430 Idaho Street, Toledo, OH 43604
Home Office	Toledo, OH 43613

3. Project Objectives

- Consolidate vendors where operationally and financially practical.
- Replace or remediate unsupported, aging, or high-risk systems included within this RFQ.
- Standardize support processes and administration across locations for the services included within this RFQ.
- Streamline administration and document management service
- Streamline and support email, systems and software management.
- Improve support responsiveness and reduce finger-pointing between vendors.
- Preserve operations during implementation and cutovers.
- Create a supportable long-term technology roadmap with clear contract terms and renewal dates.

4. Scope of Services Requested

Category	Requested Coverage
External and Internal Communication via Voice / Fax / Paging	PSTN access, Phone System, Intercom, Fax, Overhead paging, bell scheduler and phone integration, intercom,
Safety & Security	Video surveillance, camera management, access control, alarm lines, alarm monitoring, and monitoring coordination.
End User Computing & Print	Desktop, printer, user help desk, staff and student support model.
Educational Administrative Services	PowerSchool, EMIS, ODDEX Support, fiscal services, Google Workspace administration, Email Administration, Email Security, User Account Management, Identity & Access Management, Google Authentication & Account Management, Clever / PowerSchool / Google Integration, Enrollment Document Storage, and related support considerations.
Web Hosting & Digital Communications	Website Hosting, SSL, Domain Management, Web Forms, Integration with Enrollment Systems, Secure transfer and storage of enrollment forms, Website Support
Document Management & Data Protection	Document Storage, Backup, Recovery, Retention, Workflow, Electronic Forms

5. Mandatory Vendor Requirements

- Vendor shall disclose all monthly recurring charges (MRC), non-recurring charges (NRC), equipment costs, licensing costs, support costs, taxes/fees if applicable, and contract terms.
- Vendor shall clearly identify assumptions, exclusions, dependencies, lead times, and customer responsibilities.
- Vendor shall provide implementation support that minimizes disruption to school operations.
- Vendor shall provide ongoing support after implementation, including remote support, onsite support and escalation procedures.
- Experience supporting Ohio schools, charter schools, or education-sector compliance needs.
- Must be able to implement and test to completion between last day of school (June 8th) and before major enrollment period and staff return (July 10th). Equipment and services can be staged, but no outages can occur before June 8th 2027, or after July 10th, 2027.
- Local or regional support presence for onsite response when required.
- Documented and shared network/system design, configurations, and diagrams
- Documented support and ticketing system with accessible historical tickets, issue history, and resolution records, including email-based support requests

6. Preferred Vendor Requirements

- Vendor shall support multi-site service coordination and provide a single primary project contact, as well as a single contact for all ongoing support issues and requests wherever possible.
- Ability to efficiently and effectively support more than one RFQ category under a consolidated support model.
- Two or more experienced support techs per service supported.

7. Implementation Phasing Requirement

Glass City Academy is requesting pricing and planning that allows implementation to occur in phases. Glass City Academy may award one or more phases separately or together based on final evaluation.

-Note, existing systems and services and new systems and services must be run in parrel to avoid any downtime.

Phases	Category	Requested Coverage	Services to include	Expected implementation time frame
Phase 1	Web Hosting & Digital Communications	Website Hosting, SSL, Domain Management, Web Forms, Website Support	**Website Hosting & Infrastructure** • Website Hosting • Cloud Hosting • Dedicated Hosting • Website Monitoring • Performance Monitoring • Website Backups • Disaster Recovery **Domain, DNS & Certificate Management** • DNS Management • Domain Registration Management • Domain Renewal Management • SSL Certificate Management • SSL Renewals **Website Management & Security** • Website Maintenance • CMS Management • WordPress Management	Must be Installed/Implemented, tested and active by June 22nd 2027

			• Website Security • Content Updates **Web Forms & Online Registration** • Web Forms • Online Registration Forms • Transfer of files to secure drive • Back of files to secure back up drive (reference phase 2.1) • Contact Forms • Event Registration Forms **Reporting, Accessibility & Optimization** • Website Reporting • Accessibility Compliance • Search Engine Optimization (SEO)	
Phase 2	Educational Administrative Services	PowerSchool, EMIS, fiscal services, Microsoft 365 Administration, Google Workspace administration, Email Administration, Email Security, User Account Management, Identity & Access Management, Google Authentication & Account Management, Clever / PowerSchool / Google Integration, Enrollment Document Storage, and related support considerations.	**PowerSchool Services** • PowerSchool Administration • Student Information System Management • Data Hosting • Gradebook Support • Parent Portal Support • User Management • Data Integrations • State Reporting Support • Annual Maintenance **EMIS Services & ODDEX Services** • EMIS Reporting and Submission Support • EMIS Data Validation and Crosscheck • Data Validation • State Compliance Reporting • Funding Reporting • Error Resolution • Ongoing EMIS Support • State Compliance and Funding Reporting Support • EMIS Error and Exception Resolution • ODDEX Support • ODDEX Data Review and Verification • ODDEX Error/Discrepancy Resolution • Enrollment, Student Record, Funding, and Other Applicable ODDEX Module Support **Fiscal Services** • Fiscal Management Support • State Software Support • Financial Reporting • Budget Reporting • Payroll Integration Support • Compliance Assistance **Microsoft 365 Administration** • Tenant Administration • Exchange Online • SharePoint • Teams • OneDrive • Licensing Management	Must be Installed/Implemented, tested and active by June 29th 2027

			• User Provisioning • Security Configuration • Compliance Management **Google Workspace Administration** • User Management • Licensing Management • Gmail Administration • Google Drive Administration • Shared Drives • Group Management • Security Policies • Device Management • Compliance Configuration **Email Administration** • Email Provisioning • Shared Mailboxes • Distribution Groups • Email Routing • Email Migration • Mail Flow Management **Email Security & Compliance** • Anti-Spam • Anti-Phishing • Malware Protection • Email Encryption • DMARC • DKIM • SPF • Data Loss Prevention (DLP) • Email Archiving • Email Retention Policies • Security Awareness Integration • Executive/Impersonation Protection • Email Monitoring & Reporting **Identity & Access Management** • User Account Management • Single Sign-On (SSO) • Multi-Factor Authentication (MFA) • Privileged Access Management • Password Policies • Account Lifecycle Management • Audit Logging • Conditional Access Policies **Google Authentication & Account Management** • Google Authentication Administration • Google Account Provisioning and Deprovisioning • Google Account Lifecycle Management **Clever / PowerSchool / Google Integration** • Clever / PowerSchool / Google Integration • Single Sign-On and Authentication Integration • User and Roster Data Synchronization • Integration Monitoring and Error Resolution **Enrollment Document Storage** • -Secure Enrollment Document Storage	

			• Enrollment Document Access, Retention, and Retrieval	
Phase 2.1	Document Management & Data Protection	Document Storage, Backup, Recovery, Retention, Workflow, Electronic Forms, Enrollment Document Storage.	**Services May Include** • Document Management Systems • Electronic Document Storage • SharePoint Administration • Google Drive Administration • Cloud Storage Management • File Organization • Records Management • Retention Management • Legal Hold Management • Document Classification • Metadata Management • Enrollment Document Storage **Backup & Recovery** • Endpoint Backup • Server Backup • Cloud Backup • Microsoft 365 Backup • Google Workspace Backup • Disaster Recovery Planning • Recovery Testing • Recovery Reporting • Business Continuity Planning **Workflow & Automation** • Workflow Design • Document Routing • Approval Workflows • Business Process Automation • Power Automate • Electronic Signatures • Notifications and Alerts • Integration Services **Electronic Forms** • Digital Forms • Employee Forms • Student Forms • Enrollment Forms • Incident Reporting Forms • Approval Forms • Electronic Submission Workflows • Data Collection • Form Integrations • Transfer of enrollment form to secure drive • Back up of enrollment form to secure drive • Reporting Dashboards	Must be Installed/Implemented, tested and active by June 29th 2027
Phase 3	End User Computing & Print	Desktop, printer, user help desk, staff and student support model.	**Help Desk & User Support** • Help Desk Services • Remote Support • Onsite Support • User Account Support • Staff Technology Support	Must be Installed/Implemented, tested and active by July 6th

			• Student Technology Support • Technology Training **End-User Device & Peripheral Support** • Desktop Support • Laptop Support • Chromebook Support • Mobile Device Support • Printer Support • Scanner Support • Peripheral Support • Software Installation • Software Updates • Patch Management **Device & Asset Management** • Asset Management • Device Inventory Management • Device Provisioning • Device Replacement Planning **Service Management & Support Standards** • Service Ticket Management • Service Level Agreements (SLAs)	
Phase 4	Physical Safety & Security	Assume management for existing cameras and Video surveillance, door access control, alarm lines, alarm monitoring, and monitoring coordination.	**Video Surveillance** • Video Surveillance • IP Cameras • Camera Licensing • Camera Storage • Camera Recording Servers • NVR Systems • Cloud Video Management • Video Retention Management • Remote Video Access • Camera Health Monitoring **Access Control & Visitor Management** • Access Control Systems • Door Access Controllers • Door Schedules • Badge Management • Credential Management • Visitor Management • Remote Door Unlock • Access Reporting **Alarm & Emergency Alerting** • Alarm Systems • Alarm Monitoring • Alarm Communications • Alarm Notifications • Emergency Alerting **Security Management & Support** • Security Monitoring • Security Reporting • Security Maintenance • Security Equipment Lifecycle Management • Integrated Security Platforms	Must be Installed/Implemented, tested and active by July 6th

9. Required Proposal Response Format

Section	Vendor Response Requirement
1	Company overview and primary contacts
2	Education experience and at least three relevant references
3	Service categories being proposed
4	Recommended solution by site and category
5	Implementation plan, timeline, and cutover approach
6	Support model, SLAs, escalation process, and onsite support rates
7	Complete pricing summary: MRC, NRC, equipment, licensing, support, taxes/fees, optional services. Must use template in section Appendix B - Vendor Pricing Template
9	Contract term options: 12, 36, and 60 months when available
10	Risks, assumptions, exclusions, and dependencies
11	Exceptions to RFQ requirements

* See additional required template in section Appendix B - Vendor Pricing Template

10. Evaluation Criteria

Evaluation Criteria
Implementation approach and timeline
Solution quality, scalability, and risk reduction
Support model and accountability
Education experience and references
Cost and total cost of ownership

11. Submission Instructions

Proposals should be submitted in electronic format via excel, with supporting word documentation to and email to sjesse@glasscityacademy.org by the proposal due date listed on the cover page. Glass City Academy reserves the right to accept, reject, revise, negotiate, or request clarification regarding any response. This RFQ does not obligate Glass City Academy to award a contract.

- Submit one complete response document and one pricing workbook or table. Must use template in section Appendix B - Vendor Pricing Template (excel format is required).
- Include separate pricing for each site and each service category.
- Clearly identify bundled discounts or dependencies between categories.
- Clearly identify which services can be implemented immediately and which require contract term alignment.
- If site surveys are required, site surveys must be requested via email through bperez@glasscityacademy.org with email subject line “Non E-Rate RFQ - SITE Survey Requested – (Vendor Name)”
    - Site surveys will only be accepted between the hours of 8am – 4pm on Fridays only
    - Site surveys will be accepted by appointment only
    - Site surveys will be accepted up to 2 days before proposal due date.

12. Current Environment Summary

The current environment summary below is provided to help vendors understand existing services. Vendor shall validate all quantities, locations, and technical requirements before final implementation. Current information is provided for guidance only. Solution is not to be contingent upon current state.

Site	High-Level Current Environment
District Office	ESI voice extensions, fax, NWOCA administrative services, end-user support, and web hosting.
Downtown Campus	ESI phone system and extensions, fax, paging/intercom, bell scheduling, alarms, door access, and 23 cameras.
East Campus	ESI phone system and extensions, emulated POTS, fax, paging/intercom, bell scheduling, door access, and 16 cameras.
Home Office	One Telesystem DID, one ESI extension, and limited desktop/user support

Appendix A - Detailed Current Inventory by Site

Appendix A summarizes the current service inventory provided for RFQ development. The inventory is intended for quoting guidance, vendor due diligence, and risk review. Vendors are responsible for validating technical details, service requirements, and quantities before final pricing or implementation.

District Office

Category	Current Item	Technical / Operational Notes	Qty
Voice	DID / Dial Tone	Lead telephone number 419-720-6313.	1
Voice	On-Prem ESI Phone System	6 user-assigned extensions with voicemail.	6
Fax	Fax License and ATA	Fax license 419-720-6314 plus Fax ATA; contract end 6/30/2027.	1
Paging/Intercom	Paging Tie-In	Tied into Monroe Street paging/intercom zone; dialing 0, 1, or 2.	TBD
Security	Door Access / Alarm / Camera	No District Office alarm noted as GCA responsibility; no active quantities provided.	0
Endpoint Support	Staff and Student Help Desk	40 staff device support and 40 student device support listed	40
Administrative	Fiscal, EMIS, PowerSchool, Hosting	Fiscal services, EMIS, ODDEX Support, PowerSchool, data hosting, EMIS crosscheck, storage, and related annual services	Multiple
Web	Website Hosting	Essential web hosting with SSL, Webform, Form Transfer, dedicated server, backups, monitoring, security updates, theme/plugin updates.	1

Downtown Campus

Category	Current Item	Technical / Operational Notes	Qty
Voice	SIP Trunk / Dial Tone	Main TN 419-720-6311; 8 access licenses, loop/port, DID.	Various
Voice	On-Prem ESI Phone System	1 PBX, 18 user extensions, 2 common area extensions.	21
Fax	Fax License	Fax license 419-720-6315, Analog Line Essential.	1
Paging/Bells	Paging, Intercom, Bell Scheduler	Paging controller, 3 zone licenses, 20 overhead speakers, paging ATA, Viking bell scheduler and bell time clock.	Multiple
Access Control	Door Access	Door access controller, license, and ATA.	3 items
Alarm	Alarm Lines and Monitoring	2 alarm line licenses 419-720-8675 and 419-720-8676; Guardian monitoring service.	Multiple
Video	Camera System	23 cameras with DW Spectrum licenses, Ubiquiti 24-port switch with 16 PoE, server, and camera management support.	25 items

East Campus

Category	Current Item	Technical / Operational Notes	Qty
Voice	Emulated POTS	Telephone access/dial tone 419-214-5973; 3 lines.	3
Voice	On-Prem ESI Phone System	1 PBX, 13 user extensions with voicemail.	14
Fax	Fax License and ATA	Fax license 419-214-5976 plus ATA.	1
Paging/Bells	Paging, Intercom, Bell Scheduler	Paging controller, zone license, 11 overhead speakers, 1 paging ATA, 2 Simplex bell schedulers, program timer.	Multiple
Access Control	Door Access	Door access controller, license, and ATA.	3 items
Video	Camera System	Ubiquiti 24-port switch with 16 PoE, 16 5MP turret dome IP PoE cameras, server/camera management.	18 items

Home Office

Category	Current Item	Technical / Operational Notes	Qty
Voice	DID / Dial Tone	One DID/telephone access line listed; contract end 6/30/2027	1
Voice	ESI Extension	One user-assigned ESI extension with voicemail.	1
Endpoint Support	Desktop / User Support	One desktop/printer/user help desk item identified without recurring cost.	1
Security/Admin	Other Services	No active fax, paging, alarm, camera, door access, or PowerSchool quantities identified in provided sheet.	0

Appendix B - Vendor Pricing Template

Location	Carrier/Provider/Vendor Name	RFQ Service Category Coverage	Lead Product Service Category	LEAD PRODUCT TYPE	SUB PRODUCT TYPE	Make	Model	Proposed Service / Details	NOTES	Qty	Equipment MRC	License MRC	Support MRC	Misc. Fees	Total MRC	Total Annual Fees	Support Hourly	Contract Length (In Months)	Notes
District Office																			
Downtown Campus																			

East Campus																		
Home Office																		

Appendix C – Additional Required Bid Information

- Company overview, headquarters address, local site and primary contacts:
- Education experience and at least three relevant references:
- Explanation regarding recommended solution by site and category, in conjunction with required excel template. Explanation to include:
    - Products and services
    - Implementation plan, timeline, and cutover approach:
    - Support model, SLAs, escalation process, and onsite support rates:
    - Contract term options: 12, 36, and 60 months when available
    - Complete pricing summary: MRC, NRC, equipment, licensing, support, taxes/fees, optional services Include as much as possible in table above.
    - Note to include Risks, assumptions, exclusions, and dependencies
- Exceptions, omissions and additions to RFQ requirements must be made known and clearly explained

Appendix D - Key Vendor Questions

- How will vendor support be handled after installation, including escalation and after-hours outages?
    - What are the associated costs with escalation and after-hours support?
- What outages, porting windows, or cutover risks should Glass City Academy expect?
- How will all services be preserved during migration?
- If services will experience downtime explain the reasoning and duration.
- What contract terms, renewal dates, price escalators, and early termination costs apply to any and all of the presented solution?