

**I. PUBLIC NOTICE
FOR
REQUEST FOR PROPOSALS
FROM
THE SPECIAL EDUCATION DISTRICT OF LAKE COUNTY
FOR MANAGED SECURITY SERVICE PROVIDERS FOR COMPREHENSIVE IT
MANAGED SERVICES**

The Special Education District of Lake County, Lake County, Illinois (“**SEDOL**”) is seeking submissions from managed security service providers to provide comprehensive IT managed services.

Copies of the Request for Proposals will be available for pick-up at the SEDOL Administrative Office, 18160 West Gages Lake Road, Gages Lake, IL 60030, starting on Thursday, December 4, 2025 or online at <https://www.sedol.us/departments/business/bidsrequests-for-proposals>.

Proposals must be submitted in a sealed envelope in accordance with the RFP Documents no later than 2:00 p.m., January 9, 2026, at the SEDOL Administrative Office, 18160 West Gages Lake Road, Gages Lake, IL 60030. Facsimile and electronic responses will not be accepted. Responders are responsible for ensuring timely delivery of their proposals; late submissions may not be accepted.

A contract shall be awarded, if at all, by SEDOL, considering: (i) technical approach and conformity with specifications; (ii) references from public school districts or special education cooperatives; and (iii) cost. SEDOL reserves the right to reject any and all proposals or any part thereof and to waive technicalities. Any such decision shall be considered final.

II. RFP SUBMISSION FORM

Bid Description: Managed Security Service Providers to Provide Comprehensive IT Managed Services

Bid Submission Date: January 9, 2026, no later than 2:00 p.m.

The undersigned, being duly sworn, deposes and certifies under oath that the company or other entity named below, its officers, employees, and agents, are not barred from submitting a response to this RFP as a result of a violation of the Bid Rigging or Bid Rotating provisions of the Public Contracts Section of the Illinois *Criminal Code of 2012* (720 ILCS §§ 5/33E-3, 33E-4), or as a result of a violation of any other law, rule, ordinance or regulation. The undersigned further certifies that he or she has read and understands the RFP Documents and that his or her proposal is in compliance therewith.

All respondents are to complete and submit this RFP Submission Form, itemizing one-time and recurring costs on both a monthly and annual basis beginning July 1, 2026, through June 30, 2027. New vendor's are to provide a separate cost breakdown for on-site transition planning for April, May, and June in their response.

Alternates

1. All respondents are to provide a separate pricing sheet for licensing and implementing a SIEM like Splunk or a comparable solution on an annual basis beginning July 1, 2026, through June 30, 2027. The additional costs for the requirements in this Paragraph shall be provided as an alternate to the base bid price and will be awarded, if at all, only upon the affirmative election of the Board in writing.

2. All respondents are to provide a separate pricing sheet for full security operations center (SOC) on an annual basis beginning July 1, 2026, through June 30, 2027. The additional costs for the requirements in this Paragraph shall be provided as an alternate to the base bid price and will be awarded, if at all, only upon the affirmative election of the Board in writing.

By: _____
Print Name: _____
Its: _____
Telephone: _____
Date: _____

Firm Name: _____
Address: _____
City: _____
State: _____

**Subscribed and sworn to before me
this __ day of _____, 20__.**

Notary Public:

RFP SUBMISSION FORM- CON'T.

SPECIAL EDUCATION DISTRICT OF LAKE COUNT
 18160 W Gages Lake Road, Gages Lake, Illinois 60030-1819
 847-548-8470 Fax 847-548-8472 VP 224-207-8476
www.sedol.us



Judv Hackett, Ed.D.
Tim Thomas, Ed.D.
 Co-Interim Superintendents

Item Description	Monthly Cost	Annual Cost
Software:		
<i>Microsoft Defender for Cloud: Metered Usage or comparable solution.</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Disaster Recovery:		
<i>Ransomware Back-up Solution</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Ransomware Service- Storage Usage (TB)</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Cybersecurity:		
<i>24X7X365 Monitoring</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Security Information and Event Management (SIEM). Specify solution (e.g. Splunk). SIEM is an add/all item.</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Server Hosting Service:		
<i>VM Instance - Standard</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Storage Fees</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
On-Site Field Technicians:		
<i>Technician # 1</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Technician # 2</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Technician # 3</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Network Server Monitoring--Including SQL	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Managed IT Production Services:		
<i>Network Operations</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Information/Application Systems</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Service Delivery</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
IP Addresses on Internet Access Lines:		
<i>Public IP 1- /29</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Public IP 2- /27</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Public IP 3 -/27</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<i>Admin Voice IP - /29</i>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Additional/Misc: <i>(Add an additional page if need more than 5)</i>		
_____	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
_____	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
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_____	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
_____	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
TOTALS:	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

III. RFP CONDITIONS

1. DEFINITIONS

- 1.1 “SEDOL” means the Special Education District of Lake County, Lake County, Illinois.
- 1.2 “RFP Documents” mean the following items identified as I-VII, which constitute the entirety of the RFP Documents:
 - I. Public Notice
 - II. RFP Submission Form
 - III. RFP Conditions
 - IV. Specifications
 - V. Qualification Statement
 - VI. Contract
 - VII. Addenda, if any
- 1.3 “Contractor” means the successful submitter.

2. FORM OF SUBMISSION

- 2.1 **RFP Submission:** The RFP Submission Form, as well as the required submissions stated in the RFP Submission Form, a certificate of insurance evidencing compliance with the Insurance Requirements of Section III, Paragraph 7.6 of the RFP Documents, the Qualification Statement, the executed Contract and all other required submittals must be submitted to SEDOL’s Administrative Office at 18160 West Gages Lake Road, Gages Lake, IL 60030, no later than January 9, 2026, at 2:00 p.m. The proposal must be submitted in a sealed envelope addressed to Dr. Matt Barbini, Assistant Superintendent of Innovation and Technology, 18160 West Gages Lake Road, Gages Lake, IL 60030, mbarbini@sedol.us, and labeled “Request for Proposals- IT Managed Security”. The name, address, and phone number of the submitter must be listed on the outside of the proposal. All proposals must be submitted on the forms provided. Respondents must submit eight (8) printed copies and one (1) digital PDF copy (on USB drive) of their complete proposal by 2:00 p.m. CST on January 9, 2026.

2.1.1 Key Dates: Vendors interested in submitting a proposal should note the following dates for this RFP:

- a. RFP Issue Date: Thursday, December 4, 2025
- b. Mandatory In-Person Meeting at the SEDOL Administrative Offices at 18160 W. Gages Lake Road, Gages Lake IL, 60030: December 15, 2025 from 9:30 a.m. - 10:30 a.m.
- c. Deadline for Questions: December 17, 2025
- d. SEDOL Response to Questions: December 23, 2025
- e. Proposal Submission Deadline: January 9, 2026
- f. Finalist Presentations: January/Early February TBD
- g. Contract Award Date: February 26, 2026
- h. Contract Start Date: July 1, 2026

2.1.2 Mandatory Pre-Submission Meeting. All parties interested in submitting a proposal for the services set forth in this RFP must attend the mandatory pre-submission meeting, which will be held on December 15, 2025, at the SEDOL Administrative Offices at 18160 West Gages Lake Road, Gages Lake, IL, 60030 from 9:30 a.m. to 10:30 a.m. The failure to send a representative to this meeting will be grounds for rejection of a submitted proposal.

2.2 Alternate Bids: Alternate bids shall not be considered unless requested by SEDOL. An alternate bid shall not become a part of the Contract unless approved by SEDOL in writing upon the award of the bid.

2.3 Price: Your bid price must be an all inclusive price for all of the services requested. The price must be firm for at least sixty (60) calendar days after the latest date for submission of proposals.

2.4 Qualification Statement: Respondents must submit with the RFP Submission Form a fully completed and executed Qualification Statement on the form contained in the RFP Documents.

2.5 Contract: The bidder shall submit a fully executed Contract with its proposal on the form contained in the RFP Documents.

3. WITHDRAWAL, CANCELLATION, OR MODIFICATION OF PROPOSAL

3.1 Withdrawal, Cancellation, or Modification of Proposals: Submitters may withdraw their proposal at any time prior to the time specified in the RFP Documents as the closing time for the receipt of proposals. Any modification to a proposal may be made only by substitution of another proposal. However, no submitter shall

withdraw, cancel or modify a proposal for a period of sixty (60) calendar days after said closing time for the receipt of proposals, nor shall the Contractor withdraw, cancel or modify a proposal after having been notified that said proposal has been accepted by SEDOL. **RESPONDENTS MAY NOT SUBMIT CONDITIONAL PROPOSALS OR MODIFICATIONS TO THE RFP DOCUMENTS WITH THEIR PROPOSAL. PROPOSALS THAT ARE SUBMITTED WHICH DO NOT COMPLY WITH THE TERMS AND CONDITIONS OF THE RFP DOCUMENTS MAY BE CONSIDERED NON-RESPONSIVE PROPOSALS AND REJECTED. ANY REVISIONS TO THE RFP DOCUMENTS MUST BE SUBMITTED TO SEDOL IN ACCORDANCE WITH THIS PARAGRAPH 3.1 FOR CONSIDERATION. MODIFICATIONS TO THE RFP DOCUMENTS, IF ANY, SHALL BE DONE VIA AN ADDENDUM. RESPONDERS ARE NOT TO SUBMIT MODIFICATIONS TO THE RFP DOCUMENTS WITH THEIR PROPOSAL.**

- 3.2 Late Proposal: Proposal received after the time specified in the RFP Documents may not be considered.

4. **SUBMITTER REPRESENTATIONS**

- 4.1 Complete Understanding: Each submitter warrants and represents that he or she has read and understands the RFP Documents and shall provide the services in strict accordance therewith.
- 4.2 Specifications: Each submitter warrants and represents that the proposal is based on the specifications and terms and conditions contained in the RFP Documents.
- 4.3 Authorized Representative: Each submitter warrants and represents that he or she is the authorized representative of the submitter and has the authority to bind such under the terms and conditions contained in their proposal.
- 4.4 Bid Rigging and Bid Rotating: As required by the *Criminal Code of 2012*, 720 ILCS § 5/33E-11, by executing a Contract with SEDOL, the Contractor certifies that it is not barred from contracting with any unit of State of Local Government as a result of a violation of any criminal statute including, but not limited to, the bid rigging (Section 33E-3) or bid rotating (Section 33E-4) provisions of the *Illinois Criminal Code of 2012*. The Contractor agrees that if this certification is false, SEDOL may declare the Contract void. The Contractor further certifies that it will provide a drug free workplace as required by the *Illinois Drug Free Workplace Act*, 30 ILCS §§ 580/1 *et seq.* If applicable, the Contractor shall collect and remit Illinois Use Tax on all sales of tangible personal property into the State of Illinois in accordance with the provisions of the *Illinois Use Tax Act*, 35 §§ ILCS 105/1 *et seq.*, regardless of whether the Contractor is a retailer maintaining a place of business within this State” as defined in Section 2 of the Use Tax Act.

5. AWARD

- 5.1 Award of Contract: A contract shall be awarded, if at all, by SEDOL, considering: (i) technical approach and conformity with specifications; (ii) references from public school districts or special education cooperatives; and (iii) cost. Each of the three aforementioned evaluation criteria shall be scored on a 0 to 3 point scale where 0 means the submitter does not meet the criteria, and 3 means the submitter exceeds the requirement for the criteria. Each of the three evaluation criteria shall constitute one third (1/3) of the total score.
- 5.2 RFP Reservation: SEDOL reserves the right to reject any and all proposals or any part thereof and to waive technicalities in the RFP process. Any decision to reject or a bid or to waive technicalities in the RFP process shall be at the sole and absolute discretion of SEDOL and such decisions shall be final. The services being requested by SEDOL are services of individuals possessing a high degree of professional skill where the ability or fitness of the individual plays an important part and are exempt from the bidding requirements of the School Code pursuant to Section 10-20.21(a)(i) thereof (105 ILCS 5/0-20.21(a)(i)) and thus, the Board shall not be bound by the strict limitations of a formal statutory bid.
- 5.3 Interpretation of RFP Documents: If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of the RFP Documents, or has questions regarding the RFP Documents, he or she may submit a written request for an interpretation to Dr. Matt Barbini, Assistant Superintendent of Innovation and Technology, 18160 West Gages Lake Road, Gages Lake, IL 60030, mbarbini@sedol.us no later than 5:00 p.m. on December 17, 2025. The person submitting the request will be responsible for its prompt delivery. Any modification of the RFP Documents will be made only by addendum duly issued by Dr. Matt Barbini. A copy of such addendum will be mailed or delivered to each person receiving a set of such RFP Documents and to such other prospective submitters as shall have requested that they be furnished with a copy of each addendum. Failure on the part of a prospective submitter to receive a written interpretation prior to the time of the opening of proposals will not be grounds for withdrawal of his or her proposal. Oral explanations or representations will not be binding. All submissions must acknowledge all addenda issued when submitting a proposal. No relief shall be afforded to a vendor that submits a proposal and did not receive or consider all addenda issued. It is the vendor's responsibility to ensure it has obtained and considered all addenda when submitting a proposal.
- 5.4 Presentation. Submitters identified as finalists by SEDOL will present, in-person, a sixty (60) minute overview of how their company meets the RFP requirements and how it will help SEDOL further advance its mission of providing exceptional services to exceptional students, members of the SEDOL leadership team and technology team. This includes time for questions and answers.

6. QUALITY OF SERVICES

- 6.1 Inspection: All services provided shall be subject to inspection and test by SEDOL. SEDOL reserves the right to reject any services which fail to meet the RFP Documents or the Contractor's warranties (express or implied).
- 6.2 Payment and Price: Payment by SEDOL for goods and services supplied hereunder shall not constitute acceptance thereof if subsequent inspection discloses defects in material or workmanship or a failure to meet the specifications contained herein. The Contractor shall submit monthly invoices to SEDOL detailing the services provided. SEDOL shall pay all invoices submitted in accordance with the Illinois *Local Government Prompt Payment Act* (50 ILCS 505/1 *et seq.*).
- 6.3 Warranties: The Contractor makes the following warranties to SEDOL: (a) it will, at the date of delivery, have good title to any and all goods supplied hereunder, and said goods will be free and clear of any and all liens and encumbrances; (b) any and all goods supplied hereunder will be of merchantable quality; (c) any and all goods supplied hereunder will be fit for the particular use intended, will be free from defects, whether patent or latent, in material or workmanship, and will be in full conformity with the specifications contained herein. The Contractor agrees that the foregoing warranties shall survive acceptance of the goods, and that said warranties shall be in addition to any warranties of additional scope given to SEDOL by the Contractor.

7. MISCELLANEOUS

- 7.1 Taxes: SEDOL is exempt from paying Illinois Use Tax, Illinois Retailer's Occupation Tax, Federal Excise Taxes, and any federal transportation tax, thus, no taxes shall be included in the proposal price.
- 7.2 Waivers: The failure of SEDOL to demand strict performance of the Contract on any one occasion shall not in any way affect, limit, or waive SEDOL's right thereafter to enforce and compel strict compliance with every term, condition, and specification thereof. SEDOL shall not have waived any rights under the RFP Documents unless specifically set forth in writing.
- 7.3 Default: If any submitter fails to fulfill any or all terms and conditions of the RFP Documents, said submitter shall be in default and shall be subject to any and all remedies available to SEDOL.
- 7.4 Compliance with Applicable Law: The Contractor shall at all times observe and comply with all applicable laws, rules, ordinances and regulations, including, but not limited to, the *Illinois Prevailing Wage Act* (820 ILCS § 130/1 *et seq.*), the *Illinois Human Rights Act* (775 ILCS § 5/1 *et seq.*), the *Equal Employment Opportunity Act* (42 U.S.C. § 2000e), the *Illinois Criminal Code of 2012* (720 ILCS § 5/1 *et seq.*), the

Illinois Student Online Personal Protection Act (105 ILCS 85/1), the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g), and the Children's Online Personal Protection Act (15 U.S.C. § 6501, et seq.) in performing under the RFP Documents.

7.5 Assignment: The Contractor shall not delegate, assign, or subcontract the performance of any obligation hereunder to any third party without the prior written consent of SEDOL, which it may withhold in its sole and absolute discretion.

7.6 Insurance:

The Contractor shall procure and maintain at its own cost and expense (1) comprehensive general liability insurance on an occurrence basis in the minimum amounts of \$1,000,000 per occurrence and \$2,000,000 in the aggregate, (2) umbrella or excessive liability coverage in the minimum amounts of \$2,000,000 per occurrence and in the aggregate, (3) worker's compensation coverage in the minimum statutory amounts with employer's liability insurance in the minimum amount of \$1,000,000 each employee for bodily injury by accident and \$1,000,000 each employee for bodily injury by disease, (4) comprehensive auto liability insurance, including, owned, hired and non-owned vehicles, in the minimum amount of \$1,000,000 per occurrence and in the aggregate for bodily injury and property damage; (5) technology errors and omission liability insurance in the minimum amount of \$5,000,000 per claim and in the aggregate; and (6) cyber liability insurance in the minimum amount of \$1,000,000 per occurrence and \$2,000,000 in the aggregate, with such insurance providing coverage against data breaches, unauthorized access network security failures, denial of service attacks and transmission of malicious code. The Contractor shall name the Indemnitees (defined in Paragraph 7.7 below) as additional insureds on all insurance policies required herein, with the exception of the worker's compensation insurance and the technology errors and omission insurance. The insurance required of the Contractor shall be primary.

The Contractor shall provide a certificate of insurance on a form acceptable to SEDOL evidencing the required insurance, annually and upon request. The certificates of insurance and all insurance policies required to be obtained by the Contractor shall provide that coverages afforded under the policies will not be canceled, reduced or allowed to expire without at least thirty (30) days prior written notice given to SEDOL. If any of the insurance coverages are required to remain in force after termination or expiration of the Contract, Contractor shall provide the Board with evidence of such insurance upon demand. The Contractor shall continue to carry the technology errors and omissions insurance required herein for at least three (3) years after any termination or expiration of the Contract.

All insurance required of the Contractor shall state that the coverage afforded to the additional insureds shall be primary and non-contributory. If the additional insureds

have other insurance which is applicable to the loss, it shall be on an excess or contingent basis.

- 7.7 Indemnification: The Contractor shall indemnify, defend, and hold harmless SEDOL, its individual board members, officers, employees, agents, volunteers, successors, and assigns (“**Indemnitees**”), from any and all costs, damages, actions, claims, suits, losses, judgments, liabilities and expenses (including reasonable attorneys’ fees and litigation costs) (collectively, “**Claims**”) brought against or incurred by the Indemnitees arising out of, in connection with, or related to (1) any negligent acts or omissions of the Contractor, specifically including, but not limited to, Contractor’s employees, contractors, and agents; and (2) any breach of the RFP Documents by the Contractor.
- 7.8 Criminal Background Checks. The Contractor represents and warrants that none of its employees or employees of any of its subcontractors providing services under the Contract are prohibited by law from being present on school and/or public property. In accordance with 105 ILCS 5/10-21.9, Contractor shall ensure that each individual performing services hereunder who will have direct, daily contact with students has authorized a criminal background investigation through SEDOL (or, in the discretion of SEDOL, through the Regional Office of Education) and a DCFS Child Abuse Registry background investigation, which investigations shall be commenced (and, at SEDOL’s option, completed) prior to the individual commencing services. Such background investigations shall be performed at Contractor’s expense. Contractor acknowledges that the provision of services under this Agreement is contingent upon SEDOL deeming acceptable the results of such criminal background investigation, the DCFS Child Abuse Registry check, a Statewide Sex Offender Database check, and a Statewide Murderer and Violent Offender Against Youth Database check, as well as such other licensure documentation and information provided to SEDOL. SEDOL will provide the individual a copy of the background check results. SEDOL will notify the Contractor if it determines that any individual is not eligible to perform the services. Due to restrictions on disclosure of background check information, SEDOL may not specify to Contractor the reasons for a determination of ineligibility of an individual.
- 7.9 Presence of Child Sex Offenders or Disruptive Persons On SEDOL Property. The Contractor acknowledges that, pursuant to the *Illinois Criminal Code of 2012* (720 ILCS § 5/11-9.3), it is unlawful for a child sex offender to knowingly be present on school property when persons under the age of 18 are present without the specific notification to and permission of SEDOL. Child sex offenders found to be present on school property without permission will be considered trespassers and will be prosecuted in accordance with Illinois law. The Contractor shall ensure that its employees and employees of subcontractors are notified of this law and that said employees are directed to notify the Contractor if they have been convicted of a sex offense restricting their presence on school property. The Contractor will then provide appropriate and immediate notification to SEDOL. SEDOL reserves the right

to request the removal of any person, including, but not limited to, employees of the Contractor and any subcontractors performing services for SEDOL, who engage in conduct in violation of the law or SEDOL's policies or conduct otherwise disruptive to the educational process or detrimental to students in the area. The costs related to such removal and substitution of personnel shall be borne solely by the Contractor or subcontractor.

- 7.10 Physical Fitness to Perform Job Duties: All employees of the Contractor or subcontractors for whom a criminal history records check is required must also provide SEDOL with evidence of physical fitness to perform the duties assigned and freedom from communicable disease, if the employee will have direct, daily contact with students. SEDOL reserves the right to require additional health examinations of the employees of the Contractor or subcontractors, and subject said employees to additional health screenings, including screening for tuberculosis, as required by the rules adopted by the Department of Public Health, or by order of a local public health official.
- 7.11 Freedom of Information Act Compliance: SEDOL is subject to the *Freedom of Information Act*, 5 ILCS 140/1, et seq. (“FOIA”), and any and all information submitted by the Contractor to SEDOL may be subject to disclosure to third parties in accordance with FOIA. If the Contractor requests SEDOL withhold any submitted information as trade secrets, commercial information, or financial information from disclosure to a third party in response to a FOIA request, the Contractor must notify SEDOL of such request at the time such information is submitted to SEDOL, along with a statement that disclosure of such information will cause competitive harm to the Contractor, as provided by FOIA Section 7(1)(g), 5 ILCS 140/7(1)(g). Any content not so marked by the Contractor at the time of submission to SEDOL will be presumed to be open to public inspection. The Contractor may be required to substantiate the basis for its claims at a later time. Notwithstanding timely notice received from the Contractor in accordance with Section 7(1)(g), SEDOL reserves the right, in its sole discretion and subject only to applicable law, to withhold or release the subject information in response to a FOIA request. The Contractor waives any rights it may have, or claim to have, to challenge, protest, enjoin or otherwise assert a claim relating to, connected with or arising from any FOIA request. As a potential provider of a governmental function on behalf of SEDOL, the Contractor agrees to cooperate with SEDOL, without additional charge, in responding to any FOIA request, including by timely providing any documents requested by SEDOL that directly relate to the governmental function that the Contractor has been engaged to perform on behalf of SEDOL.
- 7.12 Time: Time is of the essence for this Contract.
- 7.13 Contact Prohibited: Other than in the manner and to the person(s) designated herein, all proposers are prohibited from making any contact with Executive or Governing Board members, the Superintendent, or any other administrator or employee of

SEDOL with regard to this RFP. SEDOL reserves the right to disqualify any proposer found to have contacted the people listed above in any manner with regard to this RFP.

IV. SPECIFICATIONS

1. PURPOSE

SEDOL is soliciting proposals from qualified Managed Security Service Providers to provide comprehensive IT managed services. The selected vendor will assume full operational responsibilities for SEDOL's IT environment beginning July 1, 2026, under a three-year agreement through June 30, 2029.

The successful submitter will partner with SEDOL to ensure reliable, secure, and efficient technology operations that support SEDOL's mission of providing exceptional services for exceptional students by exceptional staff. The services requested under this RFP are services of individuals possession a high degree of professional skill where the ability or fitness of the individual plays an important part and are thus except from the bidding provisions of the *School Code* pursuant to Section 10-20.21(a)(i) of thereof. (105 ILCS 5/10-20.21(a)(i)). Thus, SEDOL is not bound by the strict limitations of a formal bid.

2. DISTRICT OVERVIEW

The Special Education District of Lake County, more commonly known as SEDOL, is a special education cooperative organized in 1960 under the provisions of the Illinois *School Code*. SEDOL's purpose is to provide cooperative program planning, instructional programs, related services, and professional staff development to assure an appropriate education for children with disabilities from birth through age 22, residing within the boundaries of SEDOL's 31 member school districts.

SEDOL's geographic area covers about 400 square miles within Lake County, Illinois and provides educational programs for approximately five hundred and six (506) students with moderate to severe disabilities within our 31 member school districts. SEDOL employs approximately six hundred and fifty (650) staff to serve children with disabilities. Employees are teachers, teacher assistants, administrators, and a wide variety of support staff including audiologists, nurses, occupational therapists, physical therapists, prevocational coordinators, psychologists, social workers, speech/language pathologists, and numerous other support staff including office and custodial/maintenance staff.

SEDOL facilities include five schools: Cyd Lash Academy, Fairhaven School, John Powers Center, Gages Lake School, Laremont School and one administrative building for six total locations. We also have classrooms serving students in schools throughout our member districts. These classrooms are known as our sector programs.

A breakdown of enrollment at our five schools and sector programming can be found below:

School	Ages Served	Student Enrollment
Cyd Lash Academy	Grades 6-12	54
Fairhaven School	Grades KG-12+	88
Gages Lake School	Grades KG-12+	48
John Powers Center w/JPC Transition	Grades PK-12+	85
Laremont School	Grades PK-12+	134
Sector Schools	Grades PK-12	97
Total Enrollment		506

3. CURRENT IT ENVIRONMENT

SEDOL is comprised of six (6) locations divided into two groups:

- Campus Locations (4 Buildings):
 - Communication is facilitated by a private 10 Gbps Metropolitan Area Network (MAN) fiber ring.
- Satellite Locations (2 Buildings):
 - Communication with the Campus is achieved via a leased private cloud connection.

Internet Circuits & Security

SEDOL utilizes two (2) geographically diverse internet circuits to ensure redundancy and resilience.

- Security: Both circuits terminate into a geographically separated FortiGate redundant firewall fabric configured with SD-WAN for load balancing.
- Both circuits, data transport between buildings, internet access and onsite firewalls (two) are managed by Net56 through June 30, 2029. Thus, these services should be excluded from your proposal.

Internet Circuits & Security (Continued)

Location	Circuit Type	Bandwidth
John Powers Center	ENS (Ethernet Network Service)	1 Gbps
Fairhaven (Primary Circuit)	ENS (Ethernet Network Service)	5 Gbps
Fairhaven (Internet Circuit)	EDI (Ethernet Dedicated Internet)	5 Gbps
Admin (Primary Circuit)	ENS (Ethernet Network Service)	5 Gbps
Admin (Internet Circuit)	Dedicated Internet Access	5 Gbps

Switching Infrastructure

The network employs a multi-vendor switching environment with a fiber-optic backend:

- Core Switching: Cisco base core switches are deployed at every location.
- Access Switching: A mix of vendors is utilized, with management split between on-premise and cloud-based systems:
 - Cisco Access Switches: 26 total switches.
 - Mist Cloud Managed Switches (Juniper): 17 total switches.
- Internal Connectivity: Communication between the Main Distribution Frame (MDF) and Intermediate Distribution Frames (IDFs) is based on a 10 Gbps fiber network.

Power & Monitoring

- Power Redundancy: All network closets are protected by APC Uninterruptible Power Supplies (UPS).
- Monitoring: All network infrastructure and information systems are subject to active, continuous monitoring.

Wireless Infrastructure

SEDOL currently has a Juniper Mist Cloud Controller with two-hundred and thirty six (236) Juniper wireless access points at the following locations:

- Administrative offices: thirty (30) access points;
- Cyd Lash Academy: fifty two (52) access points;
- Fairhaven School: thirty two (32) access points;
- Gages Lake School: forty two (42) access points;
- John Powers Center: twenty seven (27) access points;
- Laremont School: fifty three (53) access points;

Servers and Virtualization Infrastructure

SEDOL utilizes a VMware-based virtualization infrastructure to maximize resource efficiency and manageability.

- Platform: VMware ESXi and vCenter.
- Hardware: The core virtual environment runs on two (2) Dell PowerEdge servers.

Virtual Machines and Core Services

The infrastructure supports twenty-five (25) active Virtual Machines (VMs) running a mix of operating systems, including Linux and Windows Server, alongside specialized voice appliances. Key server roles and applications include:

- Directory & Authentication: Domain Controllers, Active Directory (AD), DNS, and DHCP.
- Core Services: File Servers and SMTP services.
- Major Applications:
 - Document Management: Docuware application, Kofax print management server.
 - Building Systems: Applications related to HVAC management, Voice System appliances, and the C•CURE building access security software.
 - Web Services: Dedicated Web Server.

Data Protection

- Backup Solution: All virtual machines and critical data are protected by the Veeam Backup & Replication solution.

Hardware and Devices

- SEDOL has fifty-nine (59) EverAlert Boards on the network to display messaging with an emphasis on John Powers Center with forty-six (46) boards at this location.

- SEDOL issues each employee the following types of devices:
 - A Mac Air is provisioned for each teacher, related service provider (e.g. speech and language pathologists, occupational and physical therapist, psychologist, and social worker), administrators, and nurses;
 - A Chromebook is provisioned for each paraprofessional.
 - A PC is provisioned for administrators and support personnel in the business department. A PC is also issued to the superintendent and/or members of the human resources department.
 - Note: Windows devices are managed through Microsoft Intune.

- SEDOL is a 1:1 environment where each student and employee receives a device.
 - Approximate number of Chromebooks in production at SEDOL: 662
 - Approximate number of iOS devices in production at SEDOL: 786
 - Approximate number of PC's in production at SEDOL: 30.
 - Approximate number Mac laptops and desktops in production at SEDOL: 510.

- Standard issue for each classroom in SEDOL campus-based programs include: an iMac or MacMini with a monitor, keyboard and mouse, and a Promethean Board.
 - Approximate number of Promethean Boards in production at SEDOL: 71.
 - Note: Apple devices are managed through Mosyle.

- Video Cameras
 - Two-hundred and thirty seven (237) Verkada cloud-based cameras are in production at each school site and the administrative offices. SEDOL personnel manage the Verkada cloud-based system (e.g. break/fix, providing account access, and professional development). The vendor will provide support to identify and resolve any/all network and wiring related issues that may impact the performance of the camera system.

- VoIP Phone System
 - Mitel voice over internet phones are in production at each school site and the administrative offices. SEDOL personnel manage the Mitel VoIP system (e.g. break/fix, setup, and professional development). The vendor will provide support to identify and resolve any/all network related issues that may impact the performance of the phone system.
 - There are seven (7) phone controllers;
 - One virtual appliance to support the phone system;

- Networked Printers
 - SEDOL is in the second year of a five year lease agreement with RICOH for its printer fleet. SEDOL leases approximately seventeen (17) networked printers from RICOH at the administrative offices and at each school site. The vendor will manage the print server and network-based aspects of the RICOH printers (e.g. Kofax secure print and document workflow) and interacts with this vendor, when necessary, to address break/fix

and other operational issues that may arise with the printers.

- Classroom Printers (Sector/Satellite Classrooms)
 - Nineteen (19) desktop, non-networked, printers are located at each of SEDOL's classrooms that are in schools in member districts.

Software/Applications

- Mosyle (MDM) for managing Apple Devices.
- Microsoft Intune for managing Windows Devices.
- Microsoft Entra ID
- Google Workspace.
- GoGuardian for content filtering for students.
- PowerSchool is the student information system (SIS) used at SEDOL and is cloud-based.
- Skyward is being implemented for the Business and Human Resources Department and is cloud-based.
- Finalsite is the vendor that provides SEDOL's website and mass communication tool (e.g. Blackboard).
- Docuware, Kofax Autostore, and Autocapture are used for the electronic storage of student records through RICOH.
- Microsoft 365 is used for personnel in the Business/Finance Offices.
- Active Directory for email account set up.

Software/Applications (Continued)

- Microsoft 365 A5 Security for faculty.
- Microsoft 365 A3 for faculty.
- Microsoft Defender for Endpoint P2 for EDU.
- Fortigate
- KnowBe4
- Adobe
- MagicSchool.ai
- Google Gemini
- Clever

Current IT Staffing

- The current vendor at SEDOL, Net56, has three (3) full time onsite technicians who have access to additional resources (e.g. application specialists and network engineers) at their corporate headquarters.
- SEDOL has a four (4) person technology team that interacts with the three (3) onsite technicians and additional personnel at the current vendor's corporate headquarters. These staff include:
 - One (1) Assistant Superintendent of Innovation and Technology;
 - Two (2) Data Specialists

- One (1) Technology Coach

Helpdesk/Support Tickets by Month July 1, 2024 - October 17, 2025

July 2024	Aug. 2024	Sept. 2024	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	Jan. 2025	Feb. 2025	Mar. 2025	April 2025
180	493	277	317	272	188	251	262	251	262	261	277

May 2025	June 2025	July 2025	Aug. 2025	Sept. 2025	Oct. 2025
252	202	146	486	352	172

SCOPE OF WORK/SERVICE REQUIREMENTS

The selected vendor will provide proactive, full-spectrum IT support including network management, cybersecurity, device provisioning, user support, system maintenance, and technology planning. The vendor will work in close coordination with SEDOL’s Technology Team to ensure reliable, secure, and user-centered technology operations.

The vendor will provide a tiered level of helpdesk services to support SEDOL outlined below:

- Tier 1 (Basic Support) - This level is the first point of contact for users seeking help with basic issues like password resets, software installation problems, and general troubleshooting. Tier 1 technicians have access to knowledge bases and resources to quickly resolve common problems.
- Tier 2 (Intermediate Support) - When Tier 1 cannot resolve an issue, it's escalated to Tier 2. This level involves technicians with more specialized knowledge and skills to diagnose and fix more complex technical problems. They may use remote tools and solutions to identify and remediate issues.
- Tier 3 (Advanced Support) - This is the highest level of technical expertise within an organization. Tier 3 technicians handle the most complex and critical technical issues, often requiring advanced troubleshooting and specialized knowledge. They may also work with external vendors and developers.

Helpdesk Support Channels:

- The vendor will provide SEDOL staff with the following minimum requirements for support:
 - A walk-in location at SEDOL’s Administrative Office for in-person support (both drop-in and appointment-based);
 - A web portal to allow SEDOL staff with the ability to request support electronically;
 - A phone number that will be provided to the vendor by SEDOL for staff to request

- support users can contact the help desk via phone;
- A general email (phone, email, web portal) in the event that the web portal can not be accessed to request support.

Standard Business Hours:

- 7:30 AM – 4:00 PM CST, Monday through Friday (excluding district holidays).
 - The vendor will provide SEDOL staff with IT support during standard business hours.

After Hours:

- 4:01 PM – 6:59 AM CST, weekends, and district holidays.
 - The vendor will provide SEDOL with support after hours based on the severity levels and required response times identified below.

Severity Levels and Required Response Times for After-Hours Incidents

- The successful vendor shall adhere to the following minimum response and resolution time targets for after-hours incidents per the table below:

<u>Priority</u>	<u>Description</u>	<u>Required Response Time</u>
Priority 1 Critical	Complete outage or failure of systems essential to instruction, safety, or operations (e.g., district-wide network down, firewall offline, security incident, school network offline, phone system unavailable,)	Within 30 minutes (engineer engagement within 15 min; on-site technician within 3 hours)
Priority 2 High	Major issue impacting an entire building or critical operation system file server inaccessible.	Within 60 minutes
Priority 3 Medium	Non-critical but time-sensitive issue impacting multiple users or systems (e.g., SIS access issue, application performance degradation)	Within 2 hours
Priority 4	Minor issues or service requests not impacting instruction	Within 4 hours

Low or operations

(acknowledgement)

Note: Automated email acknowledgements do not constitute a valid response. The response time is measured from the time of initial incident reporting until live contact with a qualified engineer is established.

Communication and Escalation

The vendor must provide:

- A documented escalation process including names, titles, and contact information for Tier 2, Tier 3, and management-level support

The District shall be notified immediately (within 15 minutes) of any Priority 1 incident via both phone and email.

Ticketing System and Reporting

- The vendor will implement a technology helpdesk ticketing system that centralizes, manages, and tracks all technology-related support requests, converting them into tickets for efficient handling. Key functions will include ticket creation, routing, tracking, and resolution, with features for automation and reporting.

Device Provisioning and Support

- The vendor will manage the setup (e.g. creating accounts in Aactive directory, setting up email accounts in Google Workspace, etc.) for both students and staff.
- The vendor will manage the set up and deployment of devices for students and staff.
- The vendor will manage, maintain, inspect, and engage in multi-layered troubleshooting steps to diagnose and resolve any issues inside and outside of classrooms including, but not limited to, the following devices:
 - Mobile Devices (iPads, Chromebooks, laptops, etc.)
 - Desktop Computers (iMacs, MacMinis, various Window devices)
 - Projectors
 - Interactive Flat Panels (Promethean Boards, etc.)
 - Apple TVs
 - Sound Systems
 - Conference Room Equipment
 - Network related issues with the camera and phone systems.
- The vendor will manage the enrollment, retention, and removal of SEDOL assets.
- The vendor will support SEDOL's technology deployments.
- The vendor will ensure that classroom technology is operational prior to the start of each school year.

Student Assessments

- The vendor will configure and manage technology components (endpoint, firewall and network readiness) to support required district assessments.
- The vendor will attend webinar and training provided by ISBE or assessment provider.

Network Printers

- The vendor will manage the print server and network-based aspects including, but not limited to, SEDOL's current leased printers from RICOH (e.g. Kofax secure print and document workflow) and future leased printers and interact with this vendor, when necessary, to address break/fix and other operational issues that may arise with the networked printers.

Cameras

- The vendor will provide support to identify and resolve any/all network and wiring related issues that may impact the performance of SEDOL's cloud-based Verkada camera system. This would include interacting with the vendor when necessary to troubleshoot network issue(s) that may impact camera functionality.

VPN

- Provide secure remote access with MFA to vendors approved by SEDOL.

HVAC

- The vendor will provide support to identify and resolve any/all network and wiring related issues that may impact the performance of SEDOL's HVAC system. This would include interacting with the vendor when necessary to troubleshoot network issue(s) that may impact HVAC functionality.

VoIP Phone System

- The vendor will provide support to identify and resolve any/all network and wiring related issues that may impact the performance of SEDOL's VoIP system. This would include interacting with the vendor when necessary to troubleshoot network issue(s) that may impact VoIP functionality.

Building Access

- The vendor will provide support to identify and resolve any/all network and wiring related issues that may impact the performance of SEDOL's Building Access Control System. This would include interacting with the vendor when necessary to troubleshoot network issue(s) that may impact Building Access Control functionality.

- Note: SEDOL's Building Access Control System is Ccure.

Network Design, Maintenance, and Monitoring

- The vendor will configure, manage, and maintain network infrastructure, including routers, firewalls, switches, Local Area Networks (LANs), Virtual LANs (VLANs), wireless systems, and remote access solutions. Ensure proper configuration, performance monitoring, patch management, and regular backups, provide support for web filtering solutions. All network infrastructure and information systems must be monitored and triaged 24X7X365 by the vendor.

Data Backup & Disaster Recovery

- The vendor will provide disaster recovery services to ensure continuity of SEDOL's operations in the event of a cyber incident or system failure. This includes automated backups, secure off-site cloud storage sized to the district's data needs, and licensing for full-system restoration. A 3-2-1 backup solution that involves having three copies of data, stored on two different media types, with one copy located offsite is the preferred method for data backup; however, SEDOL will consider other solutions that are endorsed by The Learning Technology Center which aligns practices with CIS controls.
 - The vendor will develop a disaster recovery plan.
 - The vendor will test the disaster recovery plan bi-annually and update the plan as necessary following each test.

Strategic IT and Consulting

- Technology Planning: vendor will provide input on long-term IT strategy and budgeting.
- Procurement: Assistance with hardware and software procurement.
- Policy Review: Assist with reviewing and updating IT policies.
- Provide an annual report on ways to improve IT processes in SEDOL and work with the SEDOL administration on implementing agreed upon approaches.

Communication and Reporting

- Provide regular reports on helpdesk metrics (e.g. total tickets, closed tickets, open tickets, etc.) on a weekly basis.

Cross over time

- In the event that SEDOL determines that a new vendor will be selected, a formal transition period will begin on April 1, 2026. During this period, the outgoing and incoming vendor s will collaborate with SEDOL's Technology Team to ensure full knowledge transfer and uninterrupted service.

Cybersecurity Management

- Proactive Security:
 - The vendor shall perform ongoing vulnerability scanning, prioritization, and remediation. The vendor shall ensure that all systems, servers, and endpoints remain current with critical security patches and updates.
 - The vendor shall develop, maintain, and test an Incident Response Plan (IRP) in collaboration with the District. The plan shall define roles, responsibilities, escalation paths, and communication procedures.
 - The vendor shall provide 24X7X365 monitoring, alerting, and incident response.
 - The vendor shall support the district's cybersecurity framework through data analytics, risk reduction, and compliance reporting.
 - The vendor shall ensure secure integration with existing infrastructure and scalable growth to meet future needs.
 - Security Awareness: Partner with SEDOL Technology Team in reviewing and identifying training activities and monthly phishing campaigns in the KnowBe4 platform.
 - Continuous Improvement: Engage with the SEDOL administration on the annual Security Audit for the purposes of identifying areas of improvement and then acting on them to improve the IT security posture for the district.
 - Note: the framework for the audit is from The Learning Technology Center which aligns practices with CIS controls and is conducted by a third party vendor (e.g. SecureHalo) identified by SEDOL's insurance cooperative (CLIC).

On-Site Staffing

- The vendor will provide three (3) field service technicians who will be onsite at the Administrative Offices at SEDOL located at 18160 W Gages Lake Rd, Gages Lake IL for the purposes of providing IT vendor services. Travel will be required to schools on campus and to satellite classrooms located throughout Lake County. Reimbursement for travel required will be paid at the current IRS standard mileage rate. The successful respondent must submit detailed mileage logs in a monthly invoice.
A breakdown of responsibilities for each onsite technician is below:

LEVEL 1 – On-Site Technician (Frontline / Helpdesk Support) Responsibilities

- Serve as the first point of contact for all technology-related issues for staff, students, and faculty.
- Provide in-person and remote support for devices (e.g. laptops, desktops, Chromebooks, tablets, and smartboards), software/applications, printers, account access, etc.
- Perform basic troubleshooting of hardware, software, network connectivity, and peripheral devices (printers, projectors, etc.).
- Support account management (password resets, user provisioning in Active Directory, Google Workspace, and Microsoft 365).

- Handle simple application support for classroom and administrative software.
- Maintain inventory records, asset tagging, and tracking of district technology equipment.
- Assist with device imaging, setup, and deployment for staff and student devices.
- Document support activities using a ticketing system

Certifications (Required/Recommended)

- CompTIA A+
- CompTIA Network+

LEVEL 2 – Network Technician (Infrastructure & Connectivity Support)

Responsibilities:

- Provide escalated support for complex issues involving network connectivity and infrastructure.
- Maintain and support the district's LAN/WAN backbone, including switches, routers, firewalls, wireless controllers, and access points.
- Configure and monitor VLANs, QoS policies, and network segmentation to ensure performance and security.
- Collaborate with service providers for circuit monitoring, bandwidth management, and failover testing.
- Support VPN access, remote connectivity, and firewall policy management under direction of network administrators.
- Monitor network health using NMS tools (e.g., SolarWinds, PRTG, Cisco DNA Center).
- Assist with implementation of content filtering, DNS security.
- Document all network changes, configurations, and incidents per IT change management policies.
- Provide network closet cable management and UPS maintenance and support.
- Work closely with the Information Systems Technician to ensure seamless integration between network and server systems.
- Provide in-person and remote support for devices (e.g. laptops, desktops, Chromebooks, tablets, and smartboards), software/applications, printers, account access, etc.

Certifications (Required)

- CompTIA Network+
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)

LEVEL 2 – Information Systems Technician (Servers, Systems, and Security Support)

Primary Responsibilities:

- Provide escalated support for server, storage, and application-related issues.

- Manage Active Directory, Group Policy, DNS, and DHCP services under direction of Systems or Network Administrators.
- Perform system maintenance, patching, and upgrades for Windows and Linux servers.
- Manage virtualization environments (VMware, Hyper-V, or Azure).
- Support deployment and maintenance of endpoint detection and response (EDR) and multifactor authentication (MFA) systems.
- Coordinate with cybersecurity teams for log monitoring, threat alerts, and incident response.
- Manage file permissions, access controls, and data backup/restore operations to support business continuity.
- Maintain documentation, asset records, and configuration logs in compliance with district IT policy.
- Support implementation of disaster recovery and business continuity plans.
- Provide in-person and remote support for devices (e.g. laptops, desktops, Chromebooks, tablets, and smartboards), software/applications, printers, account access, etc.

Certifications (Required)

- CompTIA A+
- CompTIA Network+
- CompTIA Server+
- Associate Google Workspace Administrator
- Microsoft Certified: Windows Server Hybrid Administrator Associate
- Microsoft Certified: Azure Administrator Associate

Support Staff

The vendor will provide off-site support to the three (3) technicians and SEDOL. The off-site support staff will provide advanced technical assistance and actively participate in cross-functional initiatives and assist other departments or teams as needed to achieve SEDOL's goals and maintain operational continuity. This may require work onsite at SEDOL facilities.

The off-site support provided by the successful vendor will include:

- **Cybersecurity Analyst**
 - Supports incident response and vulnerability management.
 - Monitors SIEM dashboards for alerts (e.g., Splunk) in the event SEDOL purchases a SIEM at some point in the future.
 - Performs endpoint protection monitoring (EDR/AV alerts).

Cybersecurity Analyst Certifications (Required)

- Cisco Certified Network Associate (CCNA)
- Microsoft SC-200
- CompTIA CySA+ (Cybersecurity Analyst) or equivalent
- CompTIA Security+

- CompTIA Network+
- **Network Infrastructure Engineer**
 - Monitor network performance using tools like SolarWinds, PRTG, Nagios, LogicMonitor, or Splunk.
 - Detect and respond to network alerts, outages, and performance issues
 - Troubleshoot issues involving routers, switches, firewalls, circuits, and VPNs
 - Open, track, and resolve support tickets (ServiceNow, Jira, Remedy, etc.)
 - Escalate complex issues to senior engineers or vendors
 - Perform basic network device configuration and updates
 - Document incident resolutions, procedures, and root cause analysis
 - Coordinate with ISPs, vendors, and internal support teams
 - Support maintenance windows, firmware upgrades, and planned outages
 - Work in rotating shifts or 24/7 support environment (common in NOCs)

Network Infrastructure Engineer Certifications (Required)

- Cisco Certified Network Associate (CCNA)
- **Senior Network Infrastructure Engineer**
 - Design, deploy, and optimize enterprise network infrastructure (LAN/WAN/WLAN/Data Center)
 - Plan and implement routing, switching, and network segmentation architectures
 - Lead troubleshooting and root cause analysis for high-severity network incidents
 - Configure and maintain routers, switches, firewalls, VPNs, load balancers, SD-WAN, etc.
 - Create and enforce network standards, security policies, change control procedures
 - Manage network capacity planning, scalability, and performance tuning
 - Mentor junior and mid-level engineers, provide escalation support
 - Coordinate with security, cloud, infrastructure, and telecom teams
 - Document network topology, configurations, diagrams, and runbooks
 - Assist in budget planning, vendor selection, and technology roadmaps
 - Oversee major projects: network refreshes, cloud migrations, mergers, etc.

Senior Network Infrastructure Engineer Certifications (Required)

- Cisco Certified Network Professional (CCNP)
- **Network Security Firewall Engineer / SOC Support**
 - Conducts threat analysis and log correlation within the SOC.
 - Assists with firewall rule management, content filtering, and intrusion detection.
 - Responds to security incidents and coordinates with Level 2 technicians for remediation.

- Administer, configure, and monitor next-generation firewalls (NGFWs)
- Design and enforce security zones, NAT rules, VPN tunnels, and application-layer security policies.
- Apply firmware updates, signature updates, and threat intelligence feeds to firewalls and perimeter devices.

Network Security Engineer Certifications (Required)

- Fortinet NSE 7 Certification
- **SOC Manager**
 - Oversee day-to-day Security Operations Center (SOC) activities — monitoring, incident triage, response coordination, and escalation.
 - Develop and maintain incident response plans, playbooks, and escalation workflows.
 - Lead cyber incident investigations, ensuring root cause analysis and remediation tracking.

SOC Manager Certifications (Required)

- Certified Information Systems Security Professional (CISSP)
- **Application Engineer**
 - Designs, develops, troubleshooting and maintains enterprise computer applications for K-12 school districts. Applications include, student information system, accounting software, student assessment, educational software, etc.
 - Responsible for the end of school year process, data rollover and data clean up.
 - Responsible for education apps and Clever/SchoolDay/Google Workspace integration
 - Experience with API coding. For example, GAM.
 - Providing support for ISBE assessment (IAR, ACCESS, DLM-AA, ACT, SAT, NAEP)
 - Experience in Google Workspace management
 - Experience with Microsoft Excel
 - Experience with Microsoft Access or SQL Server and T-SQL

Applications Engineer Certifications

- Associate Google Workspace Administrator (Required)
- Bachelor degree in Information Systems, Technology Management, or related field or at least 5 years experience working with a school district (Preferred)

- **Endpoint Engineer**

- Design and implement modern endpoint management solutions and strategy for large scale environments.
- Design, implement and maintain Microsoft Azure, Microsoft 365 and Google Workspace solutions and maintain their roadmap.
- Design and deploy identity services that support Microsoft 365/Google Workspace for authentication and secure access.
- Define and maintain identity provisioning of services and role-based access controls; develop and maintain processes and systems to automate workflows for the provisioning, management and de-provisioning of directory objects and services.
- Develop, maintain, and enforce directory structure, security, policies, and naming standards.
- Develop and maintain scripts to automate systems deployment, operations, and management.
- Deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment.
- Provide Level 3 support for Service Desk tickets and incidents.
- Perform scheduled maintenance and support after hours.

Endpoint Engineer Certifications

- Associate Google Workspace Administrator (Required)
- Bachelor degree in Information Systems, Technology Management, or related field or at least 5 years experience working on endpoint management with a school district.

- **Corporate Leadership Team**

The awarded vendor will have a corporate leadership team that provides executive oversight and leadership for all technology and cybersecurity operations for both the onsite and offsite support personnel. This team must include a Chief Information Security Officer (CISO)/Chief Technology Officer (CTO) responsible for cybersecurity governance, data privacy compliance, and technology strategy, and a Chief Information Officer (CIO)--or comparable roles--who oversee information systems, data governance, and strategic alignment with organizational goals. Together, these executives ensure accountability, regulatory compliance, and continuous improvement in service delivery.

- **CISO/CTO Responsibilities**

- Develop and maintain the district's Information Security Strategy and policy framework.
- Oversee all cybersecurity staff, SOC operations, and vendor compliance.
- Approve incident response plans and risk assessments.
- Advise senior leadership on emerging threats, compliance, and investments.

- Coordinate with legal, HR, and communications during security incidents.
- Oversee district-wide IT infrastructure, instructional technology, and digital learning initiatives.
- Supervise technology staff (Level 1, Level 2, and network teams).
- Develop long-term technology roadmaps, budgets, and sustainability plans. Evaluate new technologies and manage vendor relationships.

Certifications (Required)

- Certified Information Systems Security Professional (CISSP)

● CIO Responsibilities

- Lead the district's overall information systems and technology governance.
- Manage IT budgets, contracts, and multi-year technology planning.
- Ensure compliance with state and federal reporting standards.
- Serve as the primary technology advisor to the Assistant Superintendent of Innovation and Technology and, as needed, the SEDOL leadership team.
- Develop and enforce data privacy and retention policies.

Certifications (Required)

- Master Degree in Information Systems, Technology Management, or related field (preferred) or at least 10 years experience working with a school district.

V. QUALIFICATION STATEMENT

All parties interested in submitting a proposal for the services required in this RFP must submit this Qualification Statement and answer all questions. You may answer the questions below on separate sheets of paper provided you clearly identify what questions you are answering. If no space has been left to provide an answer to a question below, then you must answer the question on a separate piece of paper.

RFP DESCRIPTION: Managed Security Service Providers for Comprehensive IT Managed Services

SUBMITTER: _____

ADDRESS: _____

A. Company Information. Provide a detailed background of your company, including, but not limited to, experience with school districts, special education cooperatives and other governmental bodies, as well as any key certifications held by your company or its employees. _____

B. Proposed Solution. Provide a detailed description of the services offered by your company, including proposed service level agreements. _____

C. List at least three (3) references from current or recent (within three years of the date of submission) clients that are either public-school districts or special education cooperatives.

1. Name of Client: _____
 Address of Client: _____
 Contact and Telephone No.: _____

2. Name of Client: _____
 Address of Client: _____
 Contact and Telephone No.: _____

3. Name of Client: _____
 Address of Client: _____
 Contact and Telephone No.: _____

D. How many years has your organization been in business: _____

E. Have you ever failed to complete any work awarded to you within the last five years or have you had a service contract terminated in the last five years? If yes, note when, where, and why: _____

F. Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers over the past five years that relate to the provision of services described herein or relate to fraud, bankruptcy or the inability to pay creditors? If yes, please provide a summary of such and the case number and jurisdiction in which the matter is pending. _____

- G. Provide a list of staff and their licenses, degrees, and certifications in submission materials for the following roles outlined in the RFP:
- a. Onsite support: LEVEL 1 Technician
 - b. Onsite support: LEVEL 2 On-Site Network Technician
 - c. Onsite support: LEVEL 2 On-Site Information Systems Technician
 - d. Offsite Support: Cybersecurity Analyst
 - e. Offsite Support: Network Infrastructure Engineer
 - f. Offsite Support: Senior Network Infrastructure Engineer
 - g. Offsite Support: Network Security Firewall Engineer / SOC Support
 - h. Offsite Support: SOC Manager
 - i. Offsite Support: Application Engineer
 - j. Offsite Support: Endpoint Engineer

By: _____
 Print Name: _____
 Its: _____
 Telephone: _____
 Date: _____

Firm Name: _____
 Address: _____
 City: _____
 State: _____

**Subscribed and sworn to before me
 this __ day of ____, 20__.**

Notary Public:

VI. CONTRACT

THIS AGREEMENT is entered into this ____ day of _____, 2026, by and between the Special Education District of Lake County, Lake County, Illinois (“**District**”), and _____ (“**Contractor**”) (collectively referred hereto as **the “Parties”**).

WHEREAS, District has requested proposals for Managed Security Service Providers for Comprehensive IT Managed Services (“**Services**”); and

WHEREAS, Contractor has submitted a proposal for provision of the Services; and

WHEREAS, District desires to enter into this Agreement with Contractor to provide the Services in accordance with the RFP Documents.

NOW, THEREFORE, in consideration of the terms and conditions herein, and other good and valuable consideration, the receipt of which is hereby acknowledged, the Parties agree as follows:

1. Duration of Contract. This Agreement shall be effective from July 1, 2026, and shall continue in force and effect through June 30, 2029.
2. Contract Documents. The documents comprising the entirety of this Contract are the RFP Documents as defined in Section 1.2 of the RFP Conditions for Managed Security Service Providers for Comprehensive IT Managed Services, which documents are attached hereto and incorporated herein as Exhibit A, Contractor’s RFP Submission Form, which is attached hereto and incorporated as Exhibit B.
3. Document Supremacy. In the event any term or provision of this Contract conflicts with a term or provision of the RFP Submission Form or RFP Documents, the term or provision of this Contract shall prevail. In the event any term or provision of the RFP Documents conflicts with a term or provision of the RFP Submission Form, the RFP Documents shall prevail.
4. Compensation. Contractor shall provide all services as awarded by the District and shall be compensated in accordance with Contractor’s RFP Submission Form, which Form is attached hereto and incorporated herein as Exhibit B.
5. Complete Understanding. This Agreement sets forth all of the promises, agreements, conditions, and understandings between the parties relative to the subject matter hereof, and no other promises, agreements, or understandings, whether oral or written, expressed or implied, exist between the parties.

6. Amendments. No subsequent alteration, amendment, change, addition, deletion, or modification to this Agreement shall be binding upon the Parties hereto unless reduced to writing and duly authorized and signed by both Parties.

IN WITNESS WHEREOF, the Parties have entered into this Agreement on the 1st day of July, 2026.

SEDOL:

SPECIAL EDUCATION DISTRICT
OF LAKE COUNTY, LAKE COUNTY,
ILLINOIS

By: _____
Its: _____
Date: _____

ATTEST:

By: _____
Its: _____
Date: _____

CONTRACTOR:

By: _____
Its: _____
Date: _____

ATTEST:

By: _____
Its: _____
Date: _____

EXHIBIT A
RFP DOCUMENTS

EXHIBIT B

CONTRACTOR'S RFP SUBMISSION FORM

VII. ADDENDA, IF ANY

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