

Delaware County Intermediate Unit

REQUEST FOR PROPOSAL (RFP)

Remote Service Desk



Remote Service Desk

Delaware County Intermediate Unit 200 Yale Ave
Morton, Pennsylvania 19070
Phone: 610-938-9000 x2110

Prepared By: Alex Shegda

Date: 6/25/2026

REQUEST FOR PROPOSALS
Remote Service Desk
Morton - Pennsylvania

PROPOSAL SUBMISSION DEADLINE: 7/17/2026
PRE-PROPOSAL MEETING: By Request
QUESTION SUBMISSION DEADLINE: 7/10/2026

Questions can be submitted prior to the Pre-Proposal Meeting; however, no answers will be provided and/or circulated prior to that date.

Questions may be submitted in written form to:

Contact Name:	Khalid Ayyubov
Contact Address:	200 Yale Ave Morton, Pennsylvania 19070
Telephone Number:	610-938-9000
Email Address:	kayyubov@dcIU.org

I. INTRODUCTION

A. Delaware County Intermediate Unit (“DCIU”) invites and welcomes proposals for their Remote Service Desk (the “Project”). Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time specified above under the “PROPOSAL SUBMISSION DEADLINE.”

B. PROPOSERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE PROPOSAL SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S) – NO EXCEPTIONS.

II. PROJECT LOCATION

The services to be performed for the Project associated with this Request for Proposals (the “RFP”) shall be located at Remote Location.

III. PROJECT MANAGER CONTACT INFORMATION

The following individual is the assigned DCIU contact for the RFP process:

Name: Alex Shegda
Title: IT Service Desk Manager
Phone: 610-938-9000
Email: ashegda@dciu.org

IV. PROJECT OBJECTIVE

The objective for this Project is to establish a partnership with an IT Vendor to provide remote service desk services.

DCIU PROJECT SCOPE AND SPECIFICATIONS

System Design and Configuration

- Provide Unlimited 1st Level Remote IT Support during Business Hours by Phone, Portal, or Email (Please Appendix A of the RFP). Priced per user per month.
- Service Model must include pre-defined SLAs (Response Time & Resolution time).
- Document all support requests within approved ticketing system.
- Appropriately escalate service requests & incidents where applicable.
- Provide rates for optional on-site support including emergency support during normal business hours.
- DCIU reserves the right to choose infrastructure elements used for support including remote support software.
- Provide optional rates for other remote services that the vendor can facilitate such as Remote Network Monitoring, Remote Network Administration, etc..
- Service Model should operate using White Label concept.
- Vendor to provide monthly service desk activities report per customer to DCIU.
- DCIU will be responsible for providing appropriate infrastructure documentation

V. DCIU RESERVES THE RIGHT TO REQUIRE THE SELECTED VENDOR TO UTILIZE DCIU ISSUED COMPUTER EQUIPMENT TO FACILITATE THE SERVICE.SCHEDULED TIMELINE

The DCIU intends to award the RFP:

- Following/pending solicitor review of any applicable contracts or agreements.
- Following/pending DCIU's board approval on 8/5/2026.

VI. INSTRUCTIONS TO PROPOSERS

A. Proposals shall be submitted no later than 1:00 PM EST on 8/17/2026 via email at kayyubov@dciu.org

B. All questions regarding any aspect of this RFP must be submitted in writing by 7/10/2026 to kayyubov@dciu.org. Responses to written questions will be responded to in writing and circulated to all proposers who have registered their interest with the DCIU; verbal answers to questions are not binding on the DCIU.

C. All material received in response to this RFP shall become the property of the DCIU and will not be returned to the proposer. Regardless of the proposer selected, the DCIU reserves the right to use any information presented in a proposal. The information submitted by the proposer, including statements and letters, are subject to public disclosure pursuant to the Pennsylvania Right-to-Know Law.

D. Proposers are solely responsible for all costs associated with responding to this RFP.

E. Each vendor submitting a proposal must declare on the attached form that the proposal was made without any connection with any other person or entity making a proposal for the same services, that it is in all respects fair and without collusion or fraud, and that no person acting for or employed by the DCIU is directly or indirectly interested in the proposal or in the services to which it relates, or in any portion of the profits therefrom.

F. All proposals shall be irrevocable for a period of ninety (90) days from proposal opening.

G. Any exceptions to the terms and conditions contained in this RFP or any other special considerations or conditions requested or required by the proposer MUST be specifically enumerated by the proposer and be submitted as part of its proposal, together with an explanation as to the reason such terms and conditions this RFP cannot be met. The selected Contractor(s) shall be required and expected to meet the RFP requirements as set forth in this RFP in their entirety, except to the extent exceptions are expressly set forth in the Contractor's proposal and those exceptions are expressly accepted by the DCIU and expressly incorporated into the Agreement in writing.

H. The agreement with the successful proposer shall include the terms and conditions in Section XI.

I. Proposals may be withdrawn after submittal, provided the proposer makes the request to withdraw in writing and the request is received prior to proposal opening date and time. Negligence by a proposer in preparing the proposal confers no right of withdrawal or modification of the proposal after the date for receipt of proposals.

J. Proposer shall be prepared to furnish evidence that all certificates and public licenses have been properly maintained, are current, and shall attest that the company has never been defaulted on any public contract.

K. The DCIU will notify the selected proposer of the DCIU's intent to accept the proposal by the Notice of Intent to Award. Within ten (10) days of receipt of the Notice of Intent to Award, each successful Proposer shall furnish Certificates of Insurance as required and the signed Agreement. The Insurance Certificates and Agreement shall be submitted to the DCIU Business Office within the required time period.

L. Failure of the proposer to whom Notice of Intent to Award has been given to deliver appropriate Certificates of Insurance or execute the Agreement within the time specified shall constitute a default by such proposer, and the DCIU may, at its sole discretion, award the Contract to another proposer or re-advertise for proposals, and the defaulting proposer shall pay to the DCIU the difference between the amounts of the proposal and any higher amount for which the DCIU may contract for the required services, plus any advertising, consulting, legal or other expenses incurred by reason of the default. The DCIU may, in its sole discretion, extend the time period for submission of the above items, upon request of proposer. Such request of proposer, if accepted by DCIU in writing, shall constitute a mutual agreement to extend the date for issuance of the Agreement to the date stipulated in such written agreement, or if no date is stipulated, until twenty (20) days after the submission to the DCIU of the properly executed Agreement and all required documents in proper form as required by the RFP.

M. The contract is subject to the approval of DCIU Board of Directors (the "Board") and is effective only upon their approval.

N. Proposers are bound by the deadline and location requirements for submittals in response to this RFP as stated above.

O. The proposer is encouraged to add to, modify, or clarify any scope of work items it deems appropriate to develop a high-quality plan at the lowest possible cost. All changes should be identified with explanation. However, the scope of work proposed must accomplish the goals and work stated below.

VII. PROPOSAL SELECTION CRITERIA

A. The DCIU intends to award a contract to the entity that demonstrates the capacity and expertise to adequately meet the demands of the DCIU with respect to the requirements to this RFP, as determined by the DCIU in its sole discretion.

B. Only those proposals received by the stated deadline will be considered.

C. All proposals submitted by the deadline will be reviewed and evaluated based upon information provided.

D. Consideration will be given to cost and performance projections. Furthermore, the following criteria will be given considerable weight in the proposal selection process:

1. The proposer's performance history and alleged ability to timely deliver proposed services.
2. The proposer's ability to provide and deliver qualified personnel having the knowledge and skills required to effectively and efficiently execute proposed services.
3. Overall cost effectiveness of the proposal.

VIII. PROPOSAL REQUIREMENTS

A. The following is a list of information that the Proposer should include in their proposal submission:

1. Summary of Proposer Background
 - i. Proposer's Name, including and d/b/a
 - ii. Proposer's Address
 - iii. Proposer' Contact Information (and preferred method of communication)
 - iv. Legal Formation of Proposer (e.g. sole proprietor, partnership, limited liability company, corporation)
 - v. Date Proposer's entity was formed
 - vi. Description of Proposer's company in terms of size, range and types of services offered and clientele.
 - vii. Proposer's principal officers (e.g. President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, General Managers) and length of time each officer has performed in his/her field of expertise.
 - viii. Proposer's Federal Employee Identification Number (FEIN)

- ix. Evidence of legal authority to conduct business in Pennsylvania.
 - x. Evidence of established track record for providing services and/or deliverables that are the subject of the submitted proposal.
 - xi. Organization chart showing key personnel who would provide services to Delaware County Intermediate Unit.
 - xii. Credentials of key personnel who would provide services to Delaware County Intermediate Unit
2. Financial Information
- i. State whether the Proposer or its parent company (if any) has ever filed for bankruptcy or any form of reorganization under the bankruptcy code.
 - ii. State whether the Proposer or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body.
3. Proposed Outcome
- i. Summary of timeline and work to be completed.
4. Cost Proposal Summary and Breakdown
- i. A detailed list of any and all expected costs or expenses related to the proposed project. First year and each additional year should be broken down separately. Hourly rates should be listed for additional work. Emergency rates should be included.
 - ii. Summary and explanation of any other contributing expenses to the total cost.
 - iii. Brief summary of the total cost of the proposal.
5. Licensing and Bonding
- i. Provide details of licenses and bonds (if any) for any proposed services that the proposer may plan on providing for this project.
6. References
- i. Provide 3 references, preferably from similar educational facilities. By submitted a proposal, Proposer agrees that Delaware County Intermediate Unit may contact all submitted references to obtain any and all information regarding Proposer's performance.

Commented [HJJ1]: I would specify how you would like to see this structured - one yearly fee? On an hourly basis? Regular maintenance and emergency calls?

IX. RESERVATION OF RIGHTS

A. This is a request for professional services, and not a competitive bid. The DCIU is not required to conduct its request for professional services in accordance with competitive bidding laws.

B. The DCIU reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all proposals with or without cause.

C. The DCIU further reserves the right to waive any irregularity or informality in this RFP process or any proposal, and the right to award the Contract to other than the proposer submitting the best financial proposal (low proposer).

D. The DCIU reserves the right to request additional information from any or all proposers.

E. The DCIU reserves the right to negotiate with one or more proposers concerning their proposals.

F. The DCIU reserves the right to reject any or all proposals and to select the proposal that it determines to be in the best interest of the DCIU.

G. Final agreement with the successful vendor shall be subject to memorializing all terms and conditions in a final service contract to be approved by the Board of Directors.

X. TERMS AND CONDITIONS

A. INDEPENDENT CONTRACTOR.

1. Contractor understands that in performing this Contract, Contractor is acting in the capacity of an independent contractor, and the Contractor shall not be an agent, servant, partner nor employee of the DCIU. Contractor shall be solely responsible to pay its own federal, state, and local income taxes for itself and its employees, salaries, social security payments, and any and all other payments incurred by Contractor in the performance of this Contract, as well as perform all necessary legal requirements pertaining to employment.
2. None of the benefits provided by the DCIU to its employees, including, but not limited to, workers' compensation insurance, disability insurance, medical insurance, and unemployment insurance are available from the DCIU to Contractor and/or any of Contractor's agents, servants, or employees.
3. Contractor has no authority to assume or create any obligations or responsibility, express or implied, on behalf of or in the name of the DCIU, or to bind the DCIU in any way whatsoever.

B. FAMILIARITY WITH PROPOSED WORK. Each Contract is entered into by the DCIU with the understanding that the Contractor, prior to submission of the Proposal, acquainted themselves with the Proposal Documents, and that it has obtained all necessary information for completion of the Services during the term of the Contract. The Contractor shall not at any time after the execution of the Contract set up any claims whatsoever based upon insufficient data or incorrectly assumed conditions, nor shall the Contractor claim any misunderstanding in regard to the nature, conditions or character of the Services to be performed under the Contract, and Contractor shall assume all risk resulting from any changes in the conditions which may occur during the progress of the work.

C. PENNSYLVANIA HUMAN RELATIONS ACT. The Pennsylvania Human Relations Act, Act 222 of October 27, 1955, P.L. 744, 43 P.S. §951 et seq., prohibit discrimination because of race, color, religious creed, ancestry, age, sex, national origin, handicap, or disability, by employers, employment agencies, labor organizations, contractors, and others. Proposer does hereby agree to comply with the provisions of this Act, as amended, which are hereby made part of the Contract.

D. WAIVER OF CONSEQUENTIAL DAMAGES. Contractor waives claims against the DCIU for consequential damages arising out of or relating to the Contract, including, but not limited to, damages incurred by the Contractor for principal office expenses including the compensation of personnel stationed there, for losses of financing, business, and reputation, and for loss of profit except anticipated profit arising directly from the Services.

E. FEES, PERMITS, AND CERTIFICATIONS. Contractor, its employees, and agents shall secure, at its sole cost and expense, and maintain all necessary permits, licenses and certifications as required by federal, state, and local laws, regulations, and ordinances. All costs and fees for such licenses shall be the sole responsibility of the Contractor.

F. TAXES. Contractor is responsible for sales taxes and any other applicable taxes related to the Services provided under the Contract.

G. FAILURE TO FINISH OR COMPLETE CONTRACT. In the event Contractor shall neglect or refuse to complete the Services as required, or any part thereof, or to remedy deficient Services, then the DCIU is authorized and empowered to purchase supplies, equipment and services in conformity with the Contract from such party or parties, and in such manner as it shall elect at the expense of the Contractor, to impose a financial penalty on Contractor, as negotiated in the Contract, or to cancel the Contract; reserving to itself, nevertheless, all rights for damages, including attorney's fees, legal costs, and additional professional fees, which may be incurred by the DCIU. The DCIU may deduct all such costs and expenses incurred by it from any payments then due or thereafter coming due to Contractor under the Contract until the DCIU is reimbursed in full. The foregoing rights and remedies shall be in addition to, and not in limitation of, any other rights and remedies available to the DCIU at law or in equity.

H. FORCE MAJEURE. If either party shall be prevented, hindered, or delayed in the performance or observance of any of its obligations hereunder by reason of any act of God, natural disaster, war, riot, act of terrorism, civil commotion, explosion, fire, government action, epidemic, or other circumstance beyond its reasonable control (a "Force Majeure Event"), and such delay

could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the party through the use of alternative sources or means, then such party shall be excused from further performance or observance of the obligation so affected for as long as such circumstances shall prevail and such party uses its diligent efforts to recommence performance or observance whenever and to whatever extent possible. The party so delayed shall immediately notify the other party and describe the circumstances causing such delay.

I. GOVERNING LAW. The Contract shall be governed by the laws of the Commonwealth of Pennsylvania, without regard to conflicts of law principles. The DCIU reserves all rights and privileges applicable to it pursuant to the doctrine of *nullum tempus occurrit regi*.

J. CLAIMS AND DISPUTES. Claims, disputes, or other matters in question between the parties to the Contract arising out of or relating to the Contract or breach thereof shall be exclusively litigated in the Court of Common Pleas of Delaware County and shall not be subject to arbitration, except for compulsory arbitration as provided by the applicable rules of civil procedure. Pending resolution of any claim and/or dispute, unless otherwise agreed in writing, Contractor shall proceed diligently with performance of the Contract so as to avoid delay in the schedule of completion of Services.

K. NON-APPROPRIATION OF FUNDS. The DCIU represents (1) that it intends to maintain the Contract for the full period set forth herein and has no reason to believe that it will not have sufficient funds to enable it to make all payments due hereunder during such period, and (2) that it will use its best effort to obtain the appropriations and that the availability of funds is contingent upon varied sources. If the DCIU determines, in its discretion, that it lacks adequate funds to pay part or all of the payments for the Services described in the Contract, the DCIU's obligation under the Contract will terminate as of the date that the funding expires without further obligation to the Contractor.

L. TOBACCO/ALCOHOL USE. Contractor's agents, representatives, and employees shall not smoke within the limits of the DCIU's property boundaries or as otherwise required by Federal legislation, Title X, P.L. 103-227, Goal 2000, Educate America Act of 1994 as amended from time to time, including without limitation, 20 U.S.C.A. Section 6081, et seq., the Pro-Children Act of 1994. Nothing in the Educate America Act of 1994 or the codification of same in the Pro-Children Act of 1994 shall preempt any provision of law of a state or political subdivision of a state that is more restrictive. Contractor's agents, representatives, and employees shall not possess or consume alcoholic beverages when within the limits of the DCIU's property boundaries.

M. DISTRICT POLICIES. Contractor's agents, representatives, and employees shall observe all applicable, publicly available DCIU Board policies.

N. CLEARANCES. Contractor agrees that it shall require the following valid clearances and certifications for each of Contractor's employees, agents, representatives, or subcontractors who perform any Services in proximity to the DCIU's students on DCIU property:

1. PA Child Abuse History Clearance (Act 151);
2. Federal Criminal History Records (Act 114); and

3. Pennsylvania Background Checks (Act 34).
4. Contractor shall ensure that the above-listed clearances remain valid and active through the term of the Agreement. Contractor shall be solely responsible for bearing any costs and/or fees associated with securing the aforementioned clearances and background checks.

O. INDEMNIFICATION.

1. To the fullest extent permitted by law, the Contractor shall indemnify, defend, and hold harmless the DCIU, its directors, officers, agents and employees (the "Indemnified Parties"), from and against all claims, damages, losses, and expenses, including, without limitation, attorneys' fees and legal costs, arising out of or resulting from the Contractor's performance or breach of the Contract, including, without limitation, claims, damages, losses, or expenses attributable to bodily injury, sickness, disease or death of any person, or to injury to or destruction of property, including loss of use resulting therefrom, caused in whole or in part by acts or omissions or negligence of the Contractor, a subcontractor, anyone directly or indirectly employed by them, or for anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss or expense is caused in part by an Indemnified Party.
2. Nothing in this Section IX(O) is intended to waive or extinguish the immunity protections of the DCIU, its agents or employees as set forth in the Pennsylvania's Political Subdivision Torts Claims Act.
3. Contractor's indemnity obligations shall be in addition to any insurance requirements under the Contract and shall survive the expiration or earlier termination of the Contract. Notwithstanding the foregoing, Contractor shall not be required to indemnify the DCIU for the negligent acts or omissions of the DCIU, its employees, directors, officers, or agents.

P. ALL APPLICABLE LAWS, STATUTES, REGULATIONS AND STANDARDS.
Contractor shall comply with all applicable federal, state, local and industry statutes, regulations, ordinances, codes, and standards.

Q. INSURANCE.

1. Before the Contract is awarded, and unless otherwise approved by the Delaware County Intermediate Unit representative in writing, the Contractor shall, at its sole cost and expense, procure the following minimum types and limits of insurance, on forms reasonably acceptable to the Delaware County Intermediate Unit. Such insurance shall be maintained in full force and effect until completion of the Services or final acceptance of the entire Project or the completion of all post-acceptance warranty or related work by Contractor, whichever is later. Coverage shall be obtained from reputable insurance carriers authorized to transact that

class of business in the state where the work will be performed, or otherwise acceptable to the Delaware County Intermediate Unit, having an A.M. Best Rating of A- VII or better. All insurance required herein shall be written on an "occurrence" basis, not "claims-made", unless specifically approved by the Delaware County Intermediate Unit.

- i. General Liability: Commercial General Liability, written on an occurrence basis, including contractual liability, covering bodily injury including death, and/or property damage to third parties, which may arise from ongoing and completed operations under the contract, whether such operations are performed by the Contractor or its subcontractors/subconsultants, anyone directly or indirectly employed by them, or anyone for whom they may be liable, with limits not less than:

1. Each Occurrence – Per Project	\$1,000,000
2. Personal and Advertising Injury	\$1,000,000
3. Products/Completed Operations Aggregate	\$2,000,000
4. Aggregate	\$2,000,000
5. Damage to Rented Premises	\$300,000
6. Medical Payments	\$10,000

Any deductible under this coverage shall be no more than \$10,000 without Delaware County Intermediate Unit approval, and shall be the sole responsibility of the Contractor.

- ii. Business Automobile Liability: Business Automobile Liability coverage for bodily injury and property damage arising out of the ownership, maintenance, or use of owned, non-owned, hired, and leased vehicles, including uninsured/underinsured motorists coverage, with limits not less than a Combined Single Limit of \$1,000,000.
- iii. Workers' Compensation and Employers Liability. Workers' Compensation and Employers Liability as required by the state in which the work will be performed, including "other states" coverage (if applicable), and USL&H and Jones Act coverage (if applicable), with limits not less than:

1. Workers' Compensation	Statutory
2. Bodily Injury, each Employee	\$1,000,000
3. Bodily Injury, each Accident	\$1,000,000
4. Disease, each Employee	\$1,000,000

If Contractor is an exempt self-insurer, sole proprietor, or independent contractor in Pennsylvania, a current exemption

certificate shall be provided in lieu of evidence of Workers' Compensation coverage.

- iv. Umbrella Liability. Umbrella Liability applying excess of the General Liability, Automobile Liability, and Employers Liability policies, on a following-form basis, with limits not less than:

1.	Each Occurrence	\$5,000,000
2.	Aggregate	\$5,000,000

2. General Insurance Provisions

- i. All policies required hereunder other than Workers' Compensation, shall name the Delaware County Intermediate Unit, and its officers, directors, agents, employees, and volunteers as additional insureds on a primary and noncontributory basis, for losses arising from the negligence of the Contractor or its subcontractors, or anyone for whom they may be liable. Additional insured status shall apply to Completed Operations.
- ii. Contractor's commercial general liability and property damage policy in conjunction with any umbrella or excess liability policy or policies, shall not contain exclusions relating to (a) gravity related injuries; (b) injuries sustained by an employee of an insured or any additional insured; (c) height limitations; (d) residential exclusions, if applicable; (e) cross-party liability; or (f) any exclusion relating to the Work being performed by the Contractor or the Project as a whole, without the express consent of the Delaware County Intermediate Unit.
- iii. All policies shall provide a Waiver of Subrogation in favor of the Delaware County Intermediate Unit and its officers, directors, agents, employees, and volunteers, and/or other parties designated by the Delaware County Intermediate Unit.
- iv. Policies shall not be canceled, terminated, or non-renewed unless sixty (60) days prior written notice is sent by the insurer to the insured Contractor. Contractor shall immediately forward any such notice the Delaware County Intermediate Unit.
- v. Contractor shall furnish to Delaware County Intermediate Unit certificates of insurance prior to the start of work, evidencing that the below requirements have been met, and detailing the insurers providing coverage, types and limits of coverage, any deductible(s), class of operations covered, and effective and expiration dates of coverage. Certificates shall specifically confirm the terms of coverage required herein, including additional insured status and waiver of subrogation. A copy of the Additional Insured

and Waiver of Subrogation provisions or endorsements must be submitted with the certificate. A renewal certificate must be provided to the Delaware County Intermediate Unit prior to the expiration date thereof.

3. Subcontractors/Subconsultants
 - i. Contractor shall require each subcontractor or subconsultant to provide insurance as outlined above. Such policies shall name the Delaware County Intermediate Unit and its departments, offices, and agencies; Contractor; and the officers, directors, employees, agents, and volunteers of both, as additional insureds on a primary/noncontributory basis, for losses arising from the negligence of the subcontractor/subconsultant. Additional insured status shall apply to Completed Operations.
 - ii. All policies shall provide a Waiver of Subrogation in favor of the Additional Insured parties.
 - iii. Contractor shall be responsible for securing and maintaining certificates of insurance from all subcontractors/subconsultants evidencing the insurance coverages required herein.
4. The insurance coverages and limits required herein are designed to meet the minimum requirements of the Delaware County Intermediate Unit. They are not designed as a recommended insurance program for Contractor or its subcontractors/subconsultants. **Meeting these minimum requirements shall in no way limit or relieve the Contractor's liability and obligations under any other provision of the Contract.** The Contractor shall acquire, at its own expense, any other additional insurance coverage it deems necessary for the protection of its work under this contract.
5. Self-Insurance
 - i. If Contractor maintains a self-insured program or a limited self-insurance program for any or all of the coverages listed above, a complete description of the program, with information on excess carriers and funding arrangements, and a copy of the Contractor's most recent audited financial statement, must be provided to the Delaware County Intermediate Unit for review and approval, such approval not to be unreasonably withheld.
 - ii. If the Delaware County Intermediate Unit grants such approval, Contractor understands and agrees that the Delaware County Intermediate Unit, and its officers, directors, agents, employees, and volunteers shall receive the same coverages and benefits under Contractor's self-insurance program that they would have received

had the insurance requirements set forth above been satisfied with coverage provided by a commercial insurance company.

Appendix A

Core Responsibilities (Might include other tasks with similar complexity)

1. User Access & Account Issues

- Password resets (students, teachers, staff)
 - Account lockouts (Google Workspace, Microsoft 365, SIS/LMS)
 - Username/login help for:
 - Learning Management Systems (Google Classroom, Canvas, Schoology)
 - Student portals
 - MFA/basic security verification (if enabled)
-

2. Device & Connectivity Support (Remote)

- Chromebook / Windows / iPad basic troubleshooting
 - Camera, microphone, and audio issues
 - Wi-Fi connection guidance (home networks)
 - OS login problems
 - Device enrollment or profile issues (basic triage only)
-

3. Educational Apps & Platforms

- Basic support for:
 - Google Classroom / Microsoft Teams
 - Zoom / Meet
 - Curriculum apps (i-Ready, Clever, Seesaw, etc.)
- App access issues (“I can’t see my class”)
- Browser compatibility checks
- Clearing cache, updating apps, basic fixes

4. Ticketing, Documentation & Escalation

- Log and categorize incidents accurately
- Identify trends (one student vs whole class issue)
- Escalate to:
 - L2 (device management, permissions, enrollment)
 - Instructional technology teams
- Document steps taken for audit and continuity