
Service Agreement 2023-2024 School Year Prepared For:

Ocean Charter School

12870 Panama Street
Los Angeles, CA 90066



Technology Support Proposal

Service Proposal 2023-2024 School Year Prepared By:



Digital Archiving Systems, LLC – Arc Designs

534 W Manchester Blvd.
Inglewood, CA 90301

I. Mission Statement

The primary goal of Digital Archiving Systems, LLC is to provide comprehensive, cost-effective technical solutions that are tailored to each of our clients. Digital Archiving Systems, LLC achieves this goal by thoroughly analyzing the needs of the organization and recommending implementation of time-tested and proven technology that directly meets the needs of the organization. Furthermore, Digital Archiving Systems, LLC meets the Information Technology (IT) needs from a realistic, value-minded and understanding approach to provide the right-sized solutions that remain within the organization's budget.

II. Background

For over 30 years Digital Archiving Systems, LLC has provided organizations and educational institutions with a realistic alternative to an in-house Information Technology department. Our company has been used to augment current capabilities within organization, or as in the case of LAUSD, we have been used to complement the services provided by the district.

We have provided services to many of California's premier companies such as Amgen, Anheuser-Busch (Los Angeles), University of California Los Angeles (UCLA), The Walt Disney Company, Cedars-Sinai Medical Center, Los Angeles Unified School District (LAUSD) and others.

Digital Archiving Systems, LLC has created a branch that specializes in implementing and maintaining network services for our clients. This branch, called ARC Designs, initially started by providing comprehensive technology plans and technology support services for LAUSD elementary schools in the Westwood area. Having realized that the need for such services was broader than anticipated, Arc Designs has gone to great lengths to become an approved vendor for LAUSD. Now our services are available for all schools, as well as schools within LAUSD.

III. Services:

The **Ocean Charter School** Technology Plan and the Technology Committee will have final authority as to the distribution of technology and services provided by Digital Archiving Systems, LLC dba: Arc Designs.

Services offered on this Service Contract:

Hardware Evaluation/Documentation:

- Inventory hardware on the campus excluding; keyboards, mice, monitors and consumables before the school year.
- Update documentation of computers on campus including model numbers, room numbers, computer numbers, workstation locations, operating systems. Identify any possible issues. Items purchased or donated from third parties shall not be documented or inventoried unless all necessary information is supplied in advance.
- Provide recommendations for the most effective use of hardware across campus and grade levels.

Hardware and Software Support:

- Support and troubleshooting for Admin staff MacBooks, teachers Macbooks, students iPads and Chromebooks.
- Provide user support and consulting.
- Update Operating System.
- Update Software for specific applications.
- Configure and install both new and existing software.
- Troubleshoot hardware.
- Provide recommendations and assistance for hardware and software purchases.

Hardware/Software Audit:

- Maintain a comprehensive audit of all software installed on school computers.
- Provide a hardcopy map of the network infrastructure.
- Provide a map of physical location of hardware on site.

III. Services – cont'd:

Network Support:

- Monitor and maintain on-site network devices (routers, switches, access points and firewalls).
- Audit and make recommendations for network devices.
- Remotely monitor network and wireless access points.
- Upgrade network equipment firmware.

Printer Sharing:

- Reconfigure and relocate existing printers for utilization and sharing.
- Maintain attached and configured network printers.
- Maintain configured computers to access local network printers.
- Develop and support a printer sharing system appropriate for the needs of the school.

Phone System:

- Provide support and troubleshoot phone system.
- Reconfigure phone system extensions.

CCTV:

- Provide support and troubleshoot CCTV system.
- Reconfigure NVR as required.

Custom Technical Training:

- Technology survey of all staff members, upon request. *****
- Train staff to learn emerging technologies, including hardware and software. *****
- Support and consult technology committee to prepare realistic technology plan. *****

Legalities:

Based on a comprehensive software license inventory, Arc Designs will inform the client of any legality issues. Ultimately, it is the responsibility of the contracting organization to be compliant with Federal and State laws and licensing requirements.

IV. Terms and Conditions

- **Service Hours**
 - Monday through Friday, 7:30am to 4:30pm.
 - Remote Monitoring, Preventive Maintenance and updates are performed as needed.

- **Procedure of Support**
 - Phase I – Submit trouble ticket/Phone Call**
 - Ocean Charter submits a support ticket to DAS.
 - Issue is either answered/resolved verbally. (Basic guided troubleshooting) or ticket gets assigned to a technician.
 - Phase II – Remote Support –**
 - If possible/when applicable technician will connect to OCS network/computer using remote support tools. Technician diagnoses problem.
 - Technician fixes problems or schedule a site visit.
 - Phase III – On-site Technician -**
 - Technician is dispatched to campus. Technician diagnoses problem.
 - Technician fixes problems or provides a plan and timeline to fix/replace/add needed hardware/software.

- **Response Time**
 - Phase I:**
 - DAS will respond to submitted tickets within 4 hours during business hours.
 - The technician will begin phone/remote support within 4 hours.
 - Phase II:**
 - On-site Technician will be on campus and begin diagnosing problem within 24 hours of responding the ticket.
 - Phase III:**
 - If On-site Technician cannot resolve problem, and a part/device/software is needed to be replaced/added, technician will notify OCS staff.
 - DAS will provide a plan and timeline to fix/replace/add needed hardware/software.
 - Issues/Referral to responsible vendor:
 - If problem is outside of scope or requires other vendors, DAS will try to facilitate contact with appropriate personnel, ensure SLAs are met by other vendors, and provide regular status updates and notification when resolved.

- **Emergency Response Time During Normal Business Hours:**

2-hour response time at \$120 hourly rate plus service contract hours allowance. (1 hour minimum)
Normal Business Hours: 7:30 a.m. to 4:30 p.m. Monday through Friday (except holidays).

- **Emergency Response Time During Non-Business Hours:**

4-hour response time at \$200 hourly rate plus service contract hours allowance. (2 hour minimum)
Non-Business Hours: All hours outside of normal business hours.

- **Projects:**

Any significant request or addition to existing inventory including hardware, software or service is to be considered a project and subject to additional fees. Project fees will be determined by DAS, a proposal will be submitted prior to the start of the project.

V. Financials

After an extensive investigation, we believe that an affordable solution is available for providing the technology services that an advanced company like **Ocean Charter School** may be expected to provide.

The following cost analysis is presented for **Ocean Charter School's** review. We trust it will be satisfactory. Thank you for the opportunity to serve **Ocean Charter School**.

Support Services: **\$33,000.00 Annually.** *Parts not included.

Service Allowance: **300 hours allowance for the following key services:**
 On-site/remote IT support.
 IT Consulting.
 Core IT Infrastructure Maintenance and Updates.

Please circle your preferred payment schedule:

Bill Annually

Bill Bi-Annually

* Parts are network cards, Ethernet cables, cords and all other misc. hardware to repair broken equipment.

Contract Approval

By signing below, **Ocean Charter School** has approved work to begin on July 3, 2023 ending on June 28, 2024 at the terms described on the previous pages.


Approved by: _____ (Principal)

Signature	School	Date
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Approved by: Kristy Mack-Fett, Executive Director

Signature	School	Date
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Approved by: Digital Archiving Systems, LLC / ARC Designs

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Signature	Digital Archiving Systems, LLC / ARC Designs	06.08.2023
Signature	Company	Date