SECOND SET OF PENNSYLVANIA CYBER CHARTER SCHOOL
RESPONSES TO RFP QUESTIONS

1.   We are very interested in bidding for the opportunity to serve your school and were wondering if we could schedule a walkthrough in person in order to familiarize ourselves with your environment before sending our proposal. It would help us more accurately tailor our services to your needs and also help us provide a better assessment of your current network, technology and education needs.

Answer: PA Cyber is not planning to conduct a Q&A session with prospective vendors. You may ask specific questions that you feel are vital to your response to the RFP and we will provide appropriate answers to all prospective vendors who have announced their intent to submit a proposal. In the alternative, it is suggested that vendors identify their assumptions and price within those parameters along with identifying and pricing alternatives if the vendor's assumptions are ultimately less than fully accurate.

2.   Is the LMS to be the LMS for ALL PA CYBER students? In other words, would our company would be the PA Cyber LMS Provider? Another way to ask, are you looking for a complete turn-key solution….curriculum and LMS from the same provider?

Answer: The RFP is for both online curriculum and the LMS required to deliver that curriculum. A vendor may submit a proposal for both or only one of the two RFP needs. It is intended that one provider be secured to satisfy an RFP. However, a vendor that only supplies less than all facets of an RFP may submit a proposal and that proposal will be considered on its merits subject to all other terms contained in the RFP.

3.   We are requesting clarification on the following requirement listed in the Technology Services RFP:
   - 12. "Coordinate security, creative, and content issues pertaining to the website." Is this for PA Cyber's public websites, web applications or both? Also, is this just management of the issues or resolution too? What is the expectation with regard to creative here – would this not be covered by the marketing communications RFP?

Answer: The technology services would pertain to all web applications including our website. The nature of the services could be different based on the hosting solution and level of access for each website. Our expectation in

regards to creative would be that the vendor works with our marketing team to make technical changes based on the recommendation of PA Cyber. One example could be use of PA Cyber's style guide to make development changes as requested by PA Cyber. The service could include management of reporting an issue on PA Cyber's behalf and follow-up to ensure resolution or the responsibility for support and resolution based on access level to a site.

4. We are requesting clarification on the following requirement listed in the Technology Services RFP:
   - 13. "Coordinate Web hosting contracts and relationships with Vendors across the State as needed." Is this for PA Cyber public websites, web applications or both?

Answer: This service would include official websites and web applications.

5. We are requesting clarification on the following requirement listed in the Technology Services RFP:
   - 14. "Handle troubleshooting issues for the Charter school's website and send issues to the appropriate person or division for resolution." Is this for PA Cyber's public websites, web applications or both? Does this include resolution of issues?

Answer: This service would include PA Cyber's public website and web applications. The service would include monitoring and reporting of an issue on PA Cyber's behalf and follow-up to ensure resolution or the responsibility for support and resolution based on access level to a site.

6. On page 7 of the Technology Support Services RFP, point 1 states, "Train PA Cyber staff as deemed appropriate and necessary on technology systems." How many staff members do you have and what are their locations? Are they all in your Midland office?

Answer: PA Cyber has approximately 600 full time staff. Our staff works onsite from one of our nine regional locations: Allentown, East Liberty, Erie, Greensburg, Harrisburg, Philadelphia, State College, Wexford, and Midland. A majority of our teaching staff also work remotely from home.

7. On page 7 of the Technology Support Services RFP, point 2 states, "Maintain the Program's network and infrastructure." Can you describe in more detail your network and infrastructure? Is it all located at your Midland office?

Answer: Our Network Operations Center (NOC) is located in Midland. Our internet connection is through a fiber network to the local Intermediate Unit. Our core switches in the NOC connect through fiber to our other 4 Midland offices and through various connections to our other regional offices across the state for internet access, network and VoIP services. Technology programs are both hosted by PA Cyber on-site, through a data center or hosted through our vendors.

8. On page 7 of the Technology Support Services RFP, point 5 states, "Provide technical requirements and integration support related to technology procurement and implementation." What types of technologies have you purchased in the past and what do you anticipate purchasing in the future?

Answer: Our Network Operations Center (NOC) is located in Midland. Our internet connection is through a fiber network to the local Intermediate Unit. Our core switches in the NOC connect through fiber to our other 4 Midland offices and through various connections to our other regional offices across the state for internet access, network and VoIP services. Technology programs are both hosted by PA Cyber on-site, through a data center or hosted through our vendors.

9. On page 7 of the Technology Support Services RFP, point 6 states, "Provide onsite and telephone support for the Program administration in troubleshooting system errors and issues." How many onsite locations will we need to support and where are they located?

Answer: PA Cyber would require on-site support at our Midland Office locations. Additionally, phone or other support would be required for all locations and for all staff.

10. On page 7 of the Technology Support Services RFP, point 10 states, "Support PA Cyber staff in answering technology-related questions from students, parents, teachers, and administrators." How would you describe the nature of this support? Is it level 1 standard issues or level 2 escalated issues or both? In the case that it is level 1 support, has been a standard call volume in the past?

Answer: The nature of the support would be a level 2 type support with support requests coming through PA Cyber staff.

11.   Can we submit a response to only the Health, Safety and Environment task or do we need to respond to all ten tasks?

Answer: It is intended that one provider be secured to satisfy an RFP; however, the vendor that only supplies less than all facets of an RFP may submit a proposal and that proposal will be considered, on its merits, subject to all the other terms contained in the RFP.

12.   How many employees work for PA Cyber?

Answer: PA Cyber employs over 600 staff members.

13.   Is the LMS going hosted on-premise or a SaaS solution hosted in the cloud?

Answer: We prefer a vendor hosted solution.