



**Questions and Answers**  
**for**  
**RFP – Comprehensive IT Management**  
**RFP# - 020824**

1. Could you provide a complete inventory of the expected equipment under management, including firewalls, access points, wireless extenders, servers (both virtual and physical; off-site and on-premise), printers, endpoints, and any other network components? Please include age, model, and warranty status for each.

Yes. Please click on the link to access the inventory list.

[Procurement — KIPP Memphis Public Schools](#)

2. Can you specify the age of your current UPS?

The current age of our UPS's are approximately 5+ years old.

3. Can you provide pictures/videos of the IDFs that we didn't have time to visit at Henry?

Yes. See below.



4. What requirements are in place for backups, and are these backups stored onsite or offsite?

The Director of School Operations for each school has backup devices onsite if needed.

5. How does KIPP Memphis define "proactive support management"? Are there specific metrics or outcomes expected from this approach?

KMPS defines proactive support management as understanding the potential issues/concerns that may occur, communicating the issue/concern and having a plan to solve the problem before it has an impact on teaching and learning. As the Comprehensive IT Manager, we expect you all to be the experts and to ensure that the day-to-day IT operations go on with no issues. Metrics are focused on Response and Resolution Time.

6. What are the current processes for technology onboarding and offboarding, and are there specific improvements KIPP Memphis is seeking in this area?

The current process for technology onboarding and offboarding for staff is the responsibility of the Director of School Operations. However, the Comprehensive IT Manager will be responsible for all updates and/or repairs required for the device to operate.

The current process for technology onboarding of new devices would be the responsibility of the IT Management Service to KMPS barcode tag, inventory/log and set up/image the devices with all operational software.

7. What network security measures are currently in place, and what specific outcomes or enhancements does KIPP Memphis expect from the 24x7x365 Network Security Monitoring and Prevention services?

KMPS employs the following network security measures where 24x7x365 network security monitoring is required.

- Secure Firewall
- Firewall Security Services
- Content Filtering
- Email / Spam Virus Filtering

- Anti-Virus Agent
- File Security
- User Login Restrictions, Passwords, Security, Applications Monitoring
- Unusual User Activity Monitoring

8. Can you please provide the past 12 months of service requests/support tickets, including all notes and resolutions?

We will be prepared to share this information with the RFP finalist.

9. Does KIPP Memphis have an existing print management strategy?

Yes. We use the PaperCut system.

10. Can you please describe your current phone system?

We have landline phones in all of the regional offices and the main office at both school campuses.

11. What applications are currently supported by the current provider on-premise?

The current provider supports all applications on-premise as needed.

12. What Software as a Service (SaaS) applications does KIPP support?

Few examples of SaaS that KIPP Supports - Microsoft Office, Google, SquareSpace, Zoom, SolarWinds, SchoolMessenger, GoGuardian, Concur.

13. What Learning Management System (LMS) and Student Information System (SIS) are in use, if not mentioned above?

LMS - Clever, Canvas, Google Classroom, IXL, Ed Plan and a host of others.  
SIS - PowerSchool

14. Is the managed service provider expected to be responsible for any aspects of physical security? If not, what vendors are used for that setup?

No. Physical security is managed by Securitas Technologies (aka Sonitrol).

15. Do any of your applications require an on-premise server? If so, what are they?

Yes. The PaperCut System.