



# Technology Services Contract 2023-2024

Note: Due to various factors, including the volume of participation from districts, contract negotiations for products and services being purchased and delivered within this contract, possible funding changes for districts or ESC Region 11, and other factors, this contract is offered in good faith but does not become binding until September 1, 2023, on either the district or ESC Region 11. This contract is contingent upon the continued availability of appropriations and is subject to cancellation by either party upon thirty (30) days' written notice to the other party. Payment for valid fees or charges rendered by the ESC Region 11 prior to written notice of termination shall be due to ESC Region 11. Early acceptance of this contract is necessary so that ESC Region 11 can plan and prepare to deliver these services. An alternative contract may be offered if this contract cannot be delivered as stated.

The Technology Services Contract is designed to increase access to rich learning technology resources and services, to increase the efficiency of school and district technology operations, and to enhance communication sharing among the entire Region 11 educational community. The following services are provided by ESC Region 11 Technology Services staff and our partners:

## Services Provided

### Cloud and Colocation Services

#### ***DDoS Mitigation - Included***

This network-based cloud solution offers advanced detection and mitigation technology that minimizes the impact of DDoS attacks by re-routing all traffic to one or more scrubbing centers. As a result, only clean traffic is delivered. This service provides scalable and flexible protection, including authorized, automatic and self mitigation support options. Unlimited amount of scrubs are provided to contract districts.

#### ***DNS Services - Included***

ESC Region 11's authoritative name servers can host your district's DNS zones as a primary or secondary source. Secondary zone hosting can provide off-site redundancy for your district's existing primary name server. Primary zone hosting includes management of any new records or adjustments via support requests to a dedicated ESC Region 11 support technician.

#### ***Offsite Backup Storage - Reduced Rate***

ESC Region 11 will provide offsite storage for districts on a monthly subscription agreement. Storage is available in 1TB increments. Connectivity will be set up to the district to ensure secure transport of files to the ESC Region 11 data center. Storage needs can be expanded as needed, and districts will be billed monthly only for the allocated amount.

Service	Member Pricing	Non-Member Pricing
Backup Storage (per TB)	\$25.00	\$30.00

***Rackspace - Reduced Rate (As Available)***

Space in a standard 19” rack within the ESC Region 11 data center can be purchased as available. Rackspace service includes attachment to the UPS with backup power from a dedicated generator. Location is secured with video monitoring as well as guided access to the room with a log of all visitors and timestamps. Badge and fingerprint verification is on both access doors with a separate badge access between the telecom equipment room and server racks. Rackspace is available in increments as small as 1 standard Rack Unit (1RU). Needs can be expanded as needed, and districts will be billed monthly for the allocated space.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
Full Rack	\$400	\$500
Half Rack	\$250	\$350
1U	\$25	\$75

**Infrastructure Services**

***Bandwidth Monitoring - Included***

Access to the portal will provide visibility to bandwidth utilization graphically and in report formats. Core, hub, and local router paths will be displayed for connectivity link status for quick views of network availability. Logins are provided for districts to view their content from any web-based location and device. Access to this service is available to FIBER11 districts only.

***Network Assessment - Reduced Rate***

A full assessment of the district network will include documentation, diagrams, findings, and recommendations. A full list of questions and deliverables is available on request. A further reduced rate is available for return visits within two years of the initial or repeat assessments to keep all documentation current for the district.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
Custom Pricing	20% Discount	Standard Rate

***Network Diagramming - Reduced Rate***

The purpose of the network diagram is to demonstrate how one computer or system is linked to others within the network. ESC Region 11 will provide logical and physical diagrams in small or large format as well as in Visio and PDF format for portions or the entirety of the district network. A custom quote will be provided based on the number of locations within the WAN. The engagement will consist of both on-site and remote discovery by trained ESC staff.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
Custom Pricing	20% Discount	Standard Rate

***Local Network Monitoring - Reduced Rate***

Monitoring of the local district network is available to assist and notify districts in a timely manner of network failures and outages within the district. Setup and configuration services are included with this service, with notifications delivered to specified district personnel and ESC Region 11 personnel (if requested).

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
Custom Pricing	20% Discount	Standard Rate

**Technical Assistance**

***Onsite Technical Support or Planning Services - 1-Day Incl., Reduced Rate***

ESC Region 11 technicians and engineers can provide on-site support for PCs, devices, applications, network, strategic planning, security planning, and more. Needs and assistance are provided on an as-needed basis and can be scheduled in half-day or full-day increments. Excluding emergency situations, it is recommended to schedule the day(s) in advance to ensure availability of appropriate personnel to fulfill the request.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
On-Site Full Day	\$500	\$800
On-Site Half Day	\$300	\$500

***TEA/NIST Security Self-Assessment Assistance - Included***

ESC Region 11 will provide two days per year for district staff to attend the self-assessment workshops to assist in completion, updating, and policy creation. Templates are developed and updated throughout the year and will be available to help districts stay ahead of the game on requirements and to strengthen the security posture of the district.

***Disaster Recovery Framework Planning - Included***

ESC Region 11 will provide two days per year for district staff to attend disaster recovery planning workshops to assist in completion, updating, testing and evaluation of the district disaster recovery plan. Templates will be provided to contract members to assist in getting started with or enhancing the district disaster recovery plan. Recommendations and reduced rate solutions will be available for districts.

***Onsite or Remote Server Assistance - Reduced Rate***

To assist districts with costs, the existing ESC Region 11 Network Server Contract will be rolled into the membership costs and provided for all districts on an as-needed basis at a reduced rate per instance. Assistance will be provided by skilled technicians and engineers to ensure that servers are performing at an optimal level.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
On-Site Full Day	\$400	\$500
On-Site Half Day (<4 hrs)	\$250	\$350
Remote Full Day	\$25	\$75
Remote Half Day (<4 hrs)	\$25	\$75

## Technical Training

### ***Customized Technical Training - Reduced Rate***

ESC Region 11 offers customized technical training that will be delivered at your location of choice. Experienced staff will provide technical training to meet the need of each individual district. Training can be provided to meet professional development requirements or for new or existing technologies within the district. Customized sessions will also include an online platform for the session that will house documents and provide the ability to review the content at a later date. Proper lead time for customized training is required for scheduling and preparation.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
On-Site Full Day	\$600	\$800
On-Site Half Day (<4 hrs)	\$400	\$500

### ***Staff Security Awareness Training - Reduced Rate***

ESC Region 11 will provide proactive face-to-face Security Awareness training of district employees. Training will include best practices, policies, procedures, popular attack methods, and trends. Some customization will occur to identify items specific to your district, such as password policies, procedures, etc.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
On-Site Full Day	\$600	\$800
On-Site Half Day (<4 hrs)	\$400	\$500

### ***Offsite Meeting Space - Reduced Rate***

Meeting space will be available for member districts at a reduced rate at the new ESC Region 11 Technology Center opening in Spring of 2020. The conference center space will accommodate 35-40 people comfortably with amenities that include audio/visual equipment, wireless Internet, coffee, microwaves, catering (available), parking, and cleaning services. The conference center is available for half-day or full-day rental.

<b>Service</b>	<b>Member Pricing</b>	<b>Non-Member Pricing</b>
On-Site Full Day	\$300	\$500
On-Site Half Day (<4 hrs)	\$200	\$400

## **ESC Region 11 Contact**

Director of IT  
(817) 740-3696

## Price List — 2023-2024

District Enrollment	Annual Contract Price*
0-300	\$1,200
301-1,000	\$2,000
1,001-2,000	\$3,500
2,001-5,000	\$5,000
5,001-10,000	\$9,000
10,001-20,000	\$15,000
20,001+	\$20,000

*\* The annual price may increase no more than 2% yearly.  
 Factors would include licensing and/or operation cost increases.*