Operations Memorandum

To:	New Haven Board of Education Finance and Operations Committee
From:	Thomas Lamb, Chief Operating Officer
Date:	February 25, 2024
Re:	Purchase Order under Sole Source 29172X with Severin Intermediate Holdings, LLC dba Power School Group LLC to provide Powerschool load balancer upgrade which includes a new kemp technologies load balancer.

Answer all questions and have a representative ready to present the details of each question during the Finance & Operations meeting or this proposal may not be advanced for consideration by the full Board of Education.

Company Information	
Vendor Name:	Severin Intermediate Holdings, LLC
Doing Business as: (DBA)	Power School Group LLC
Vendor Address:	150 Parkshore Drive, Folsom CA 95630
Vendor Contact Name:	
Vendor Contact Email:	
Is the contractor a minority or women owned small business?	No

Agreement/Contract Information			
New or Renewal Agreement/Contract?	Purchase Order		
Effective Dates: (mm/dd/yy) **Multi-yrs. require Board of Aldermen approval**	From 03/1/2024	To	02/28/2025
Total Amount: **If Multi-yr. include yr. to yr. breakdown**	$1,250.00		
Funding Source Name: Acct. #:	2023-2024 Operating Budget 190-47200-56694		
Contract #: **(Local or State)**	SS 29172X		

Key Questions:
1. What specific service will the contractor provide:
To provide Powerschool load balancer upgrade which includes a new kemp technologies load balancer. Load balancers are used to provide availability and scalability to the application. The application can scale beyond the capacity of a single server. The load balancer works to steer the traffic to a pool of available servers through various load balancing algorithms. If more resources are needed, additional servers can be added.
2. How was the contractor selected? *Attach appropriate supporting documents*

☐ **Quotes**

☐ **Sealed Bid # _____**

☒ **Sole Source # 29172X**

☐ **RFP# _____**

☐ **State Contract #**

☐ **Exempt Professional**
  ☐ Accountant
  ☐ Actuary
  ☐ Appraiser
  ☐ Architect
  ☐ Artist
  ☐ Dentist
  ☐ Engineer
  ☐ Expert Professional Consultant
  ☐ Land Surveyor
  ☐ Lawyer
  ☐ Physician/Medical Doctor

3. If the vendor was selected through Solicitation (Bid/RFQ/RFP) process; answer the following:
a. Please explain how the vendor was chosen? *Attach Vendor Proposal*
N/A – Sole Source
b. Who were the members of the selection committee? *(Minimum 3 members required)*
N/A – Sole Source

4. If this is a renewal with a current vendor, has the vendor has met all obligations under the existing agreement/contract?
This is an upgrade to existing services Power School provides the district.

5. If this agreement/contract is a Renewal, has the cost increase? If yes, by how much? *Attach Renewal Letters
No, this is a standalone upgrade.

6. If this new agreement/contract, has cost for service increased from previous years? If yes, by how much?
No.

7. Is this a service that existing staff could provide? Why or why not?
No this is a service that will be provided by our Sole Source designated vendor.

Agreement/Contract Processing Checklist

To ensure timely processing of the submitted Agreement/Contract it is imperative to collect and provide all of the required documentation noted below and provide with submission to board.

Forms/Documents are available in: Drive G:\F&O Agenda Minutes\Agreement_Contract_Checklist\2022-2023

1. Has this vendor performed service(s) in prior fiscal years?	
If Yes,	Vendor # 54352
If No or New,	Vendor must provide completed W9
2. A quotes or proposal submitting regarding the agreement/contract.	
If RFP	Attach Vendor Submitted
Other	Copy of State Contract, Quotes, etc.
3. Certificates of Liability Insurance (COI) are required for ALL agreements/contracts, read the following and select the applicable Rider.	
It is the submitters responsibility to request the COI from the vendor and attach with submission; the COI from the Vendor must match rider specifications outlined. Failure to obtain or incorrect COIs will be returned for revision and will delay its processing.	
Rider 300	Professional Services – Onsite Umbrella; w/ Auto; w/ Workers Compensation
Rider 305	Professional Services – Onsite Umbrella; No Auto; No Workers Compensation
Rider 310	Professional Services – Onsite Umbrella; w/ Auto; No Workers Compensation
Rider 315	Professional Services – Onsite Umbrella; w/ Youth under 21
Rider 320	Professional Services – Offsite; No Auto; No Workers Compensation
Rider 325	Professional Services – Offsite; No Auto; No Workers Compensation; w/ Youth under 21
Rider 330	Professional Services – Offsite Attorney; No Auto; No Workers Compensation
Rider 335	Professional Services – Onsite; Physician/Dentist; No Auto
Rider 340	Professional Services – Onsite Physician/Dentist w/ Youth under 21
Rider 345	Professional Services – Onsite Temp Nurses
Rider 350	Professional Services – Cyber – Onsite
Rider 355	Professional Services – Cyber – Offsite
4. The City of New Haven requires the information requested in the Disclosure Affidavit before any City agency, department, or city official seeking agreement/contract shall obtain them, notarized.	
Emailed Disclosures are acceptable.	

MEMORANDUM
BUREAU OF PURCHASES
CITY OF NEW HAVEN

Michael V. Fumiatti, Purchasing Agent
200 Orange Street, New Haven,
Connecticut 06510
Telephone (203) 946-8201
Facsimile (203) 946-8206

New Haven
★ ★ ★ ★ ★
All-America City

®

1998

SLSRC #29172x

DT: December 22, 2015

TO: William Clark, CFO
        BOE

FR: Michael V. Fumiatti
        Purchasing Agent

RE: Sole Source – Power School Group LLC – for Powerschool Software, upgrades
        maintenance, hosting etc

I have received and reviewed your sole source request for the above referenced vendor and
purpose. Powerschool is the sole provider and distributor of their software.

Therefore, pursuant to Section 74(d)(i) of the City Charter, I hereby designate the above vendor
as the "Sole Source" vendor for the above referenced purpose. Please include this sole source
number in the vendor sourcing notes of your requisition.

While all else remains the same, this Sole Source does not expire

Please note any non-competitively bid contract which is $100,000.00 or greater may require
Board of Alderman approval.

Any questions, please feel free to contact me @ x8207.

cc: Accounts Payable
        Carl Carangelo - BOE
        File

PowerSchool SIS Load Balancer Upgrade

To assist you with the implementation and management of PowerSchool, the PowerSchool **Technical Solutions Group ("TSG")** offers the **PowerSchool SIS Load Balancer Upgrade** package which includes a new Kemp Technologies load balancer as well as services to configure the new Kemp Technologies load balancer.

This package is only applicable to clients with an existing Enterprise Management Service ("EMS") agreement.

Services included with your current Enterprise Management Service ("EMS") agreement provide services to install and configure the new load balancer

For questions or further details regarding these services, product requirements, or specific scaling configurations, please contact your Account Executive or myEMS@powerschool.com.

Hardware and Third-Party Software

The hardware and third-party software listed below are all inclusive with the PowerSchool SIS Load Balancer Upgrade.

SSL Accelerator Appliance (Load Balancer) Support Renewal	Qty.	Item Price	Total Price
Kemp Technologies LM-X3 BASIC / STANDARD Support Renewal / Extension **Support Dates: 3/1/2024 to 2/28/2025** 1 Year Enterprise Subscription for LoadMaster LM X3. Includes new features and software updates, unlimited 24x7 Customer Support, In advance hardware replacement, Edge Security Pack(ESP) - Authorization, Authentication & Single Sign On, Kemp 360 Vision managed service for Application Monitoring & Preemptive Alerting, Kemp 360 Central Centralized Management and Orchestration software	1	$ 1,250.00	$ 1,250.00

Professional Services

The Professional Services listed below are all inclusive with the PowerSchool SIS Load Balancer Upgrade and will be delivered remotely by a TSG Systems Engineer.

Integration Design
• Design and review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules
SSL Accelerator Configuration (Load Balancer)
• Install and configure SSL Accelerator initial configuration parameters on the new load balancer
• Apply applicable firmware and software updates to the new load balancer
• Backup existing load balancer appliance
• Export existing load balancer configuration settings
• Export existing load balancer SSL Certificate configuration settings
• Import previous load balancer configuration settings to the new load balancer appliance
• Import previous load balancer appliance SSL Certificate configuration to new load balancer appliance
• Verify / create and configure PowerSchool SIS related Virtual Services

- Configure High Availability of SSL Accelerator. (If Applicable)
- Test and validate PowerSchool SIS functionality for secured end user access
- Backup new KEMP Technologies load balancer appliance(s) configuration settings to desktop folder

Customer Responsibilities

It will be the responsibility of customer's designated personnel to ensure each of the following items are understood and addressed.

Facilities
1. Provide a technical district resource to work with the PowerSchool Systems Engineer for the duration of the consultation.
2. All work will be performed during normal business hours unless otherwise specified. (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) (Excludes US PowerSchool Holidays)
3. Provide TSG with remote access to perform the services listed within this proposal. This can include Bomgar access or any client provided remote access software.
4. Provide adequate network connectivity / uplinks for all project related infrastructure components. (GbE copper recommended for optimal performance)

Infrastructure Configuration
1. Perform the initial setup of the load balancer including rack mounting, establishing network connectivity, assigning a management IP address, and applying licensing. (If Applicable)
2. Provide TSG with naming conventions, TCP/IP parameters, and user accounts passwords associated with all project related infrastructure components.
3. Configure firewall configurations and DNS entries for all project related infrastructure components as it relates to secured PowerSchool SIS access.

PowerSchool SIS
1. This package does not include any services relating to the deployment, installation, or data migration of/to PowerSchool SIS, Oracle or their associated resources. These services are offered by TSG at additional fees.
2. Customers are responsible to backup any existing PowerSchool SIS / Oracle configurations prior to commencing of services.
3. Customers are responsible to notify all PowerSchool SIS users of scheduled down time.

General
1. The customer shall be responsible for inspecting the condition of the packaging at the time of the arrival of the shipment. Formal acceptance of the shipment will be indicated by receipt of signature upon shipping manifest or related documentation. Customers observing any damage to packaging shall reject the shipment at the time of arrival and request carrier retain said shipment. Customer assumes all ownership for items formally signed for and accepted.
2. The customer shall be responsible for inspecting the condition and existence of the contents of all packaging associated with the hardware order. The customer must notify TSG of any missing or damaged components within five (5) business days of the date of arrival. Failure to do so will eliminate TSG's ability to seek recourse from the appropriate parties.

3. The customer understands and agrees that all hardware and third party software sales within this proposal are not subject to return nor will customer be entitled to any refund(s) or account credit(s) for such items.

Completion Criteria

The services within this proposal will be considered complete and delivered when the following conditions have been met:

1. TSG has contacted the customer and established remote access to the customer's PowerSchool SIS environment.
2. TSG has configured the load balancer solution within the district's infrastructure.
3. TSG has configured the load balancer solution to support the district's PowerSchool SIS configuration.
4. TSG has configured the PowerSchool SIS environment to utilize the load balancer solution as a Proxy within the PowerSchool SIS configuration.
5. TSG has ensured the PowerSchool SIS Monitor states that the PowerSchool SIS system is connected.
6. The customer is presented with the PowerSchool SIS logon screen.
7. The customer has been notified that the PowerSchool SIS Load Balancer Installation service has been completed

Within five (5) business days of completion of the services within this proposal, the District Primary Contact will either accept the Deliverables or provide TSG a written list of objections, if any. If no response from the Customer is received within five (5) business days, then the Deliverables will be deemed accepted, unless the Customer requests an extension.

If the Customer experiences issues directly related to a configuration performed by TSG personnel, it will be the Customer's responsibility to contact TSG within five (5) business days. Configuration related requests received after five (5) business days of project completion may incur additional service costs.

Pricing Summary – 02/13/2024

Kemp Technologies Load Balancer Costs: (USD) $1250.00

The pricing set forth above shall be valid for a period of thirty (30) days from the date of this proposal and is only applicable to those products and services described herein. If customer has not returned a signed copy of this Proposal to PowerSchool prior to the expiration of the foregoing thirty (30) day period, PowerSchool reserves the right to modify the products, services and associated pricing quoted herein, or in the alternative, cancel this Proposal in whole or in part.

All products and services set forth in this Proposal will be provided to Client in accordance with the terms and conditions of the standard PowerSchool Licensed Product and Services Agreement.

AGREED TO: New Haven Public School District		
By:		
	(Authorized Signature)	
Name:		
Title:		
Date:		Phone Number:

To purchase this offering, please sign the last page of this proposal and submit back to the PowerSchool Group, LLC along with a purchase order via fax to (916) 288-1590. Thank you and we look forward to working with you and your staff.

PowerSchool Group, LLC
150 Parkshore Drive
Folsom, CA 95630

What is load balancing?

COMPARE LOAD BALANCER VENDORS

LOAD BALANCER DEMO

What is a Load Balancer

A load balancer can be deployed as software or hardware to a device that distributes connections from clients between a set of servers. A load balancer acts as a 'reverse-proxy' to represent the application servers to the client through a virtual IP address (VIP). This technology is known as [server load balancing (SLB)](#). SLB is designed for pools of application servers within a single site or local area network (LAN).
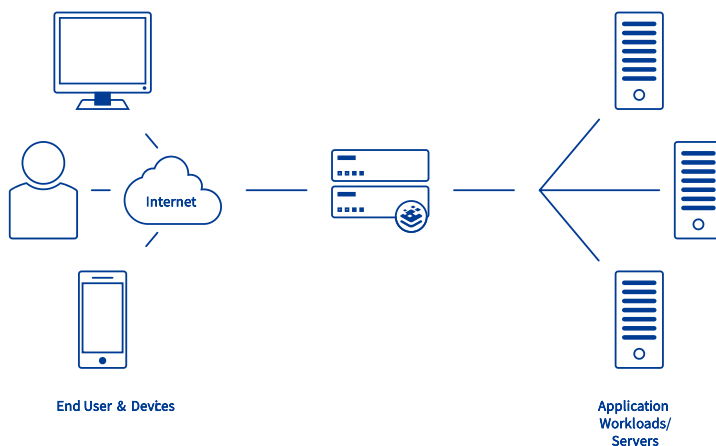
End User & Devices

Application Workloads/ Servers

Load balancers are used to provide availability and scalability to the application. The application balancer works to steer the traffic to a pool of available servers through various load balancing beyond the capacity of a single server. The lo

Load Balancer

What is a load balancer?

[Load Balancer](#)

[Load Balancing HTTP/2](#)

[Load Balancing Business Applications](#)

[Load Balancing Techniques and Algorithms](#)

[Load Balancers for Education](#)

[Apache Load Balancing](#)

Hey there, do you have any questions that I can help you with?

algorithms. If more resources are needed, additional servers can be added.

Load balancers health check the application on the server to determine its availability. If the health check fails, the load balancer takes that instance of the application out of its pool of available servers. When the application comes back online, the health check validates its availability and the server is put back into the availability pool.

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EXPERT SERIES

What is Load Balancing?Find out from the experts

Learn about load balancing and see how you can benefit from the technology in your IT architecture.

Business email *