

Dear DuPage County Procurement Division,

EDU Solutions is pleased to submit the following proposal to provide IT Consultant Services for the DuPage Regional Office of Education. As a locally based educational technology firm with over 20 years of experience supporting K–12 environments, we bring deep operational knowledge, a strong record of district-level leadership, and a collaborative approach aligned with the ROE’s vision for digital transformation, cybersecurity, and instructional innovation.

EDU Solutions has extensive experience in the education sector, successfully leading initiatives in network modernization, cybersecurity awareness, data privacy compliance, and cloud-based system integrations. Leveraging this expertise, EDU Solutions delivers scalable, reliable, and secure technological solutions.

EDU Solutions is well-positioned to fulfill the DuPage Regional Office of Education’s (RFP). We bring strategic leadership, operational efficiency, and hands-on technical expertise that align directly with the ROE’s mission and goals.

We appreciate the opportunity to partner with the DuPage ROE to deliver dependable, future-ready IT leadership.

Sincerely,  
Mike Ryan  
EDU Solutions

## Firm Qualifications

EDU Solutions delivers a comprehensive range of services that align directly with the ROE's stated goals in the RFP:

- **Technology Strategy & Leadership** – Development of multi-year technology plans, modernization roadmaps, and policy frameworks that align with district and ROE priorities.
- **Infrastructure Management** – Administration of Microsoft 365, Google Workspace, and hybrid on-prem/cloud network systems to ensure reliability, scalability, and efficiency.
- **Cybersecurity & Data Privacy** – Implementation of robust safeguards meeting **FERPA, CIPA, COPPA, and Illinois SOPPA** requirements; security audits, staff training, and incident response planning.
- **Systems Integration** – Expertise in Student Information Systems (SIS), Learning Management Systems (LMS), and ERP platform management.
- **Vendor & Contract Coordination** – Oversight of service providers, contract compliance, and technology procurement to ensure optimal performance and fiscal responsibility.
- **Operational Efficiency** – Streamlined workflows, automation, and proactive monitoring that reduce downtime and enhance productivity.

## Key Qualifications

Mike Ryan is a veteran educational technology leader with over 25 years of experience in information technology management and more than 20 years in K–12 public education leadership. As a Director of Technology, Mike oversaw all district IT operations, cybersecurity initiatives, and long-range planning for a staff of 300 and student body of 1,500. His deep understanding of educational systems, combined with hands-on technical expertise, makes him uniquely qualified to serve as the DuPage ROE's dedicated IT Consultant.

Mike has designed and implemented comprehensive cybersecurity frameworks, network modernization projects, cloud migrations, and data-privacy compliance programs that meet or exceed Illinois' SOPPA, FERPA, and CIPA standards. His leadership is characterized by efficiency, collaboration, and accountability—ensuring each client has a single, stable point of contact who understands their systems, staff, and priorities.

## **Education & Credentials**

- B.S. Business Administration
- Cisco Certified Network Associate (CCNA)
- Cisco Meraki Dashboard Administrator
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Security Fundamentals Certified
- Google Admin Console Professional Certified

## **Key Skills and Focus Areas**

- Strategic technology planning and budgeting
- Cybersecurity risk mitigation and compliance (FERPA, SOPPA, CIPA, COPPA)
- Cloud infrastructure management (Microsoft 365, Google Workspace for Education)
- Systems integration (SIS, LMS, ERP platforms)
- Vendor management and procurement oversight
- Data automation and interoperability between systems (e.g., Dayforce–SDS integration)
- Staff training, cybersecurity awareness, and digital literacy initiatives
- Remote team management and hybrid operational support

## **Project Understanding & Approach**

EDU Solutions understands that the DuPage Regional Office of Education (ROE) requires an experienced and visionary IT Consultant who can provide both strategic technology leadership and practical day-to-day management of systems that support educational and operational excellence.

This role is critical in balancing the ROE's need for security, reliability, and innovation with the realities of budget constraints, compliance requirements, and diverse user needs across multiple departments and school partners.

Our approach is designed to ensure the ROE receives a stable point of contact, a sustainable technology roadmap, and measurable improvements in efficiency, cybersecurity, and service delivery.

# Strategic Approach

EDU Solutions follows a phased model designed to deliver immediate stability while establishing long-term sustainability and alignment with the ROE's strategic goals.

## Phase 1 – Discovery and Assessment

- Conduct a comprehensive review of all technology systems including Microsoft 365, Google Workspace, ERP, SIS, and network infrastructure.
- Document system dependencies, licenses, and configurations to establish a baseline inventory.
- Review existing cybersecurity policies, backup procedures, and compliance status (FERPA, SOPPA, COPPA, CIPA).
- Meet with ROE leadership and staff to define goals, technology pain points, and project priorities.
- Deliver a Technology Assessment Summary Report highlighting key findings, risk areas, and immediate recommendations.

## Phase 2 – Strategic Planning and Roadmap Development

- Develop a Technology Plan aligned with ROE objectives, focusing on security, scalability, and cost-effectiveness.
- Create a Cybersecurity Framework identifying controls, monitoring tools, and staff training needs.
- Recommend policies and procedures to strengthen governance, data protection, and vendor accountability.
- Present the roadmap and align milestones with the ROE's fiscal and operational planning cycles.

## Phase 3 – Implementation and Operational Support

- Provide day-to-day technology management and remote support, ensuring quick issue resolution and minimal downtime.
- Implement cybersecurity measures including MFA enforcement, endpoint protection, and scheduled vulnerability scans.

- Monitor cloud and on-prem systems for performance and security, applying proactive updates and patch management.
- Coordinate with third-party vendors and consultants, maintaining compliance with contractual obligations and timelines.
- Oversee inventory management, license renewals, and procurement of hardware and software as approved by the ROE.
- Conduct quarterly technology reviews and provide reports detailing system performance, risk mitigation, and cost efficiencies achieved.

#### **Phase 4 – Continuous Improvement and Innovation**

- Maintain ongoing alignment with ROE’s strategic initiatives and evolving educational needs.
- Evaluate and pilot emerging technologies that enhance instructional delivery, cybersecurity, or administrative efficiency.
- Use metrics-driven reporting to refine systems, policies, and procedures annually.
- Conduct annual cybersecurity drills and user training sessions to reinforce staff awareness and compliance.

## Performance Guarantees

EDU Solutions is committed to delivering consistent, high-quality IT consulting and management services that meet or exceed the expectations of the DuPage Regional Office of Education (ROE) and DuPage County. To ensure accountability and measurable results, the following Performance Guarantees will govern our engagement.

### Response and Resolution Times

Priority Level	Description	Response Time	Resolution Target
<b>Critical</b>	Complete outage or issue affecting all ROE users or essential systems (Microsoft 365, Google Workspace, SIS, ERP).	Within <b>1 hour</b> of detection or notification	Resolution or mitigation within <b>4 hours</b>
<b>High</b>	Significant degradation of service impacting multiple users or critical operations.	Within <b>2 hours</b>	Resolution within <b>8 hours</b>
<b>Medium</b>	Issue affecting a single user or non-critical function.	Within <b>4 business hours</b>	Resolution within <b>1 business day</b>
<b>Low / Preventive</b>	Routine maintenance, updates, or non-urgent requests.	Within <b>1 business day</b>	Resolution within <b>3 business days</b>

All critical incidents will trigger a formal incident report and post-incident review with ROE leadership to confirm closure and identify any preventive actions.

## Sample incident report

**Incident Title:** Suspicious Email Phishing Attempt

**Date/Time Detected:** October 7, 2025 – 7:18 AM

**Reported By:** Joe Contoso

**Severity Level:** Medium

**Description:**

User received email spoofing the Superintendent requesting gift card purchases. Message originated from external domain mimicking internal address.

**Immediate Actions Taken:**

- Message quarantined via Microsoft Defender.
- Domain blocked and sender reported to Microsoft.
- All staff notified via email security awareness bulletin.

**Root Cause:**

External phishing attempt targeting education agencies.

**Resolution:**

Incident resolved without compromise. EDU Solutions logged incident in tracking system and confirmed no other recipients engaged.

**Follow-Up:**

- Conducted staff awareness refresher training.
- Updated email filtering rule set to tighten domain impersonation detection.

Date Closed: October 7, 2025 – 9:00 AM

## **Working Conditions and Availability**

EDU Solutions maintains a secure, fully equipped home office with high-speed connectivity and secure remote access. We are accustomed to non-traditional hours and flexible scheduling to support urgent needs of our clients, maintenance windows, and staff collaboration outside of standard hours. All engagements will be managed directly by Mike Ryan as the primary consultant to ensure stability, accountability, and consistent communication with ROE leadership.

## **Conclusion**

EDU Solutions brings hands-on school district leadership, technical expertise, and a commitment to operational excellence that align directly with the DuPage ROE's goals for secure, equitable, and future-ready technology systems. Our approach emphasizes efficiency, consistency, and a stable point of contact, ensuring clear communication, timely project delivery, and dependable support for all technology initiatives. We look forward to partnering with the ROE to build upon the strong foundation already in place.

## **Commitment**

EDU Solutions is committed to delivering measurable results—enhancing system reliability, reducing security risks, and aligning all technology initiatives with ROE's educational mission. We provide the technical expertise of a full IT department with the responsiveness and personal accountability of a dedicated partner.

**Annual Contract Amount:** Not to exceed **\$45,000** per RFP 25-107-ROE requirements.